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ABSTRACT

This evaluation of the use of volunteers in the National Library Service for the Blind and Physically Handicapped (NLS) had five objectives: (1) to determine all categories of tasks currently performed by volunteers for network programs and to estimate the amount of time spent on each category by volunteers on a yearly basis; (2) to assess the current administrative resources of NLS and network agencies to support volunteer programs, e.g., time, training, funding, staff level; (3) to analyze cost and program effectiveness of current use as opposed to using paid resources to achieve the same end; (4) to analyze the current use of volunteers compared with ALA Standards; and (5) to project the most effective use of volunteers in the NLS and network programs for each specific task in the future. Findings and 13 recommendations for more effective use of volunteers are summarized in an executive summary. The study background and objectives, methodology (mail survey and interviews), data analysis, and findings are reported in more detail in the narrative report. Appendices, which constitute the major portion of the report, include copies of data collection instruments and standards of service for NLS volunteers, as well as extensive tabulations of data. (RAA)

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AN EVALUATION OF VOLUNTEERS IN THE NATIONAL LIBRARY SERVICE FOR THE BLIND AND PHYSICALLY HANDICAPPED

FINAL REPORT

OCTOBER 1980

IR009129

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EXECUTIVE SUMMARY

Introduction

The study was designed to evaluate the use of volunteers in the NLS network and to make recommendations concerning the most effective uses of volunteers. As a part of this effort, data pertaining to numbers of volunteers, hours donated, costs associated with volunteer use and conformity with American Library Association standards were collected from each network agency utilizing a mail survey. In addition, data regarding characteristics of effective programs, as well as problems associated with the use of volunteers, were collected through telephone interviews with the appropriate staff of network libraries. The findings and recommendations are summarized here; detailed analyses are in Chapter 3.

Findings

- 72.6% of all network agencies utilize volunteers in some capacity. Volunteer use was reported for six major categories - production, repair, circulation and maintenance, reader services, outreach, and administration. There were in 1979 a reported 10,937 individual volunteers network-wide. The total numbers of volunteers as reported contributing to each category are as follows:

	Number of Volunteers
Production	4,486
Repair (Telephone Pioneers)*	3,000
Repair (Other)	1,112
Circulation and Maintenance	457
Reader Services	1,216
Outreach	76
Administration	106
NLS**	484
	10,937

*Estimated

**Includes volunteers in music, interns, reader services and volunteers in prisons.

- Volunteers, donated time with an estimated value of $3,940,121 in 1979. The estimated cost of administering all volunteer programs was $1,000,808 and the estimated net value of volunteer programs was $2,939,313. Utilizing estimated hourly wage rates for various levels of skill of volunteer work, an estimate of the total value of volunteer time donated was computed. The following table presents the findings for each major category.

	ESTIMATED TOTAL ANNUAL HOURS	ESTIMATED ANNUAL GROSS VALUE	ESTIMATED ANNUAL NET VALUE
Production	338,338	$1,871,592	$1,351,347
Repair (Telephone Pioneers)	67,983	379,344	-
Repair (other)	13,973	68,320	(326,652)*
Circulation and Maintenance	100,989	357,500	159,647
Reader Services	25,831	92,949	71,993
Outreach	2,837	15,830	3,453
Administration	8,656	48,300	7,335
NLS**	191,267	1,106,286	1,018,886
TOTAL	749,874	$3,940,121	$2,939,313

*This is an estimate of the net value of both Telephone Pioneers and independent volunteers in repair since separate cost information was not obtainable.

**Includes volunteers in music, interns, reader services, and volunteers in prisons.

- Over half of the American Library Association Standards for volunteer use in the NLS network are not being met by over 50% of the network libraries. While approximately 76.6% of the network libraries that have volunteers indicated that their staffs were made aware of the volunteers' role in the library's objectives, 76% indicated they do not evaluate volunteers; 44% do not record volunteer time in-house; 63% do not record time of volunteer groups and only 14% indicated that written job descriptions exist for volunteers.

- The highest ratio of estimated value of volunteer time vs. cost is in the category of reader services. The category of reader services, such as reading to patrons in the home, delivering machines to patrons, transporting patrons, etc. evidenced the least cost in terms of direct costs and staff time for training and supervision. Other highly effective uses of volunteers include tape inspection, narration and monitoring in large libraries, and repair in general. The least effective use of volunteers, based on value/cost ratios and problems identified is in the area of production for libraries with fewer than 1,000 readers. In general, however, the optimum use of volunteers in any category depends on the commitment of staff time to train and supervise volunteers.

Recommendations

Recommendation 1: NLS should review its overall strategy for providing technical assistance to network agencies in the area of volunteer use.

Many areas of technical assistance for volunteer use cut across organizational distinctions within NLS. Technical expertise in publicity to attract volunteers, methods of managing or supervising volunteers in diverse tasks, establishing training materials based on changes in the technology of machines, etc.--all exist within NLS but are not marshalled to provide integrated support to volunteer programs. (The following recommendation addresses a method of accomplishing this.) In particular, the issue of technological advances such as the development of computer generated braille and new TBM/CBM machine components will have significant impacts on the ability of current volunteers to continue to provide help to the network and will dictate the skills needed for the future; specifically with regard to training braille transcribers, a de-emphasis and/or redirection of training should be considered based on an updated projection of need.

While a volunteer utilization section was created and was subsequently terminated, the need still exists for a comprehensive approach for dealing with the training/retraining of volunteers within a strategy developed by NLS.

Recommendation 2: There should be a full-time volunteer activities coordinator and support staff at NLS with a broad scope of responsibiity for providing technical assistance to network agencies in all areas of volunteer assistance.

While there is a volunteer coordinator within NLS, this person is detailed to the reference section and organizationally does not coordinate the full range of volunteer activities. Currently, the bulk of technical support provided to network agencies regarding the use of volunteers is focused on two areas--production and repair.

The need for technical assistance for these areas and other areas as observed in the telephone interviews far exceeds the NLS resources currently available. This need will increase. The network agencies clearly indicated an anticipated growth in terms of volunteer utilization in general and specifically in the area of production (tape narration). At the current level of technical assistance resources, a substantial portion of this anticipated growth will be by trial and error without benefit of accumulated experience or expertise in establishing or managing volunteer programs. The result will be a higher rate of failure which will carry a cost of wasted staff time and disaffected volunteers. About one-third of the respondents to the telephone interview indicated that the NLS could best assist volunteer programs by holding workshops on-site and/or provide on-site consultation for all aspects of volunteer use. An alternative to NLS consultant travel for workshops would be the expanded use of key consultants within the network who have expertise in volunteer use. Since a critical aspect of successful volunteer use is the effective selection, training, and management of volunteers, and considering the potential contribution of volunteers to the network, NLS commitment to the provision of technical assistance in this area would substantially influence the pattern of use and ultimate contribution of volunteers in the network.

Recommendation 3: NLS should produce a manual on the effective utilization of volunteers in network agencies.

The critical aspects in developing a successful volunteer program need to be translated into a workable "how to" document. While the ALA standards are a useful benchmark, there is a lack of information for "operationalizing" the standards. Specific methods of identifying volunteers/volunteer groups, training, managing (especially dealing ith the problems of using volunteers) and rewarding volunteers are not widely available in a format which would be useful to network agencies.

The manual should also specify the resources available from NLS and other agencies to provide assistance to network agencies in the area of volunteer use.

Recommendation 4: A coordinated system for recognizing volunteer participation in the NLS network should be established at the national level.

The prestige associated with doing volunteer work "for the Library of Congress" (when in fact it may be for a network agency) may be utilized to full advantage through the establishment of either an independent national organization (modelled perhaps after the Telephone Pioneers or the library trustees association within ALA) or through direct involvement of NLS. Simply belonging to a volunteer organization (volunteers for the Library of Congress) would provide impetus to attract volunteers and an ongoing structure for providing national recognition of volunteer efforts. A precedent does exist since NLS currently provides recognition for Telephone Pioneers and certifies braillists.

One of the most highly rated areas of effective volunteer use was the area of machine repair; one of the most common reasons provided was that an organization existed (the Telephone Pioneers) which provided an ongoing system for identifying and utilizing expertise in the area of machine repair. The organization itself has provided an ongoing reliable source of inexpensive expertise. The establishment of a similar organizaion for all volunteers that contribute to the NLS system could encourage the same result for other types of volunteer work.

Recommendation 5: NLS should provide increased assistance to network agencies in the area of identifying volunteers through various media.

Sixteen of the interview respondents indicated a need for assistance for publicity to attract volunteers.

The most common form of assistance identified was in the form of optional T.V. or radio public service announcements or direct consulting from NLS staff to increase expertise.

Recommendation 6: In terms of machine repair, NLS should foster and strengthen a back-up system which utilizes volunteers to a greater extent in prisons and other institutions.

The utilization of volunteers in prisons has already been facilitated by NLS. It has proven to be an effective means of providing a reliable and predictable repair system.

Coupled with technical training (via video cassettes, films and written materials) for prisoner volunteers, the system provides both a consistent means of eliminating backlogs of machines and incentives for prisoners as well.

The use of prison volunteers should be encouraged by NLS through the provision of technical assistance, specifically in the mechanics of establishing and operating a smoothly operating system. In addition to prisoner volunteers, there may also be potential in utilizing students or trade schools or other institutions either to repair or assist in training/retraining volunteers in repair.

As the network continues to grow and the TBM, CBM, cassette technology shifts, there will be an increasing need for NLS to assure an adequate back-up system to support local repair volunteers and local Telephone Pioneer groups.

Recommendation 7: Steps should be taken to assure maximum quality of materials produced by volunteers at the network agency level.

With the current output and the impending increase in volunteers producing materials of local and regional interest, quality control in terms of equipment and narration should be a primary concern of NLS. Particularly with the use of volunteer narrators in their homes, there needs to be widespread recognition of quality standards.

The most useful role for NLS in this area is the continued development and publicity of useful standards and procedures for assuring quality control and the provision of technical consulting expertise. The ability of NLS to provide the latter may be a critical issue in the next few years due to the limited number of staff and limitations in the travel budget for consultants. Another step which NLS should consider is the certification of narrators.

Recommendation 8: Network agencies should commit an adequate proportion of budget and personnel to manage volunteer programs.

Volunteers are most effective when there is an adequate staff involvement in attracting, training, supervising and evaluating volunteers. Where this is missing, the result is disaffected volunteers and vested staff time. It is highly recommended that each agency considering the use of volunteers or currently using volunteers, establish written policies (job descriptions, recognition method, etc.) on the use of volunteers within the framework of the agency's objectives.

Recommendation 9: Data collection methods on volunteer use should be improved.

About 44 percent of the agencies which utilize volunteers do not keep records on the hours contributed. Apart from the obvious difficulty this creates in evaluating or rewarding volunteer efforts, it also makes estimates of the system-wide contribution difficult to assess. This is especially true for the Telephone Pioneers from whom data should be systematically collected by NLS.

In addition, there needs to be consideration given to developing a common terminology of volunteer use which captures the appropriate identification of tasks and categories of volunteer use.

Recommendation 10: There needs to be a strong consulting effort to publicize and operationalize the ALA standards for volunteer use in the NLS network.

This study found that over half the standards were not being met by over 50 percent or more of the network agencies. The standards are new, and undoubtedly will influence the future development of volunteer activities. This influence can be maximized by increased emphasis through workshops, planning materials and publicity of model programs. NLS should take a strong role in this effort.

Recommendation 11: NLS should consider the use of highly technical volunteer expertise.

While many aspects of electronic circuitry and machine design require ongoing and monitored expertise, the use of temporary part-time volunteers (as interns) such as graduate or post-graduate students (for credit) to undertake short-term assignments may prove to be a useful mechanism. Short term projects at NLS may benefit by help from advanced students in computer science, mechanical engineering, electronics, statistics, and library science.

Recommendation 12: It is advisable to study in further detail the actual costs associated with utilizing a volunteer group versus utilizing a paid staff person with regard to volunteers in music at NLS.

Concern was expressed regarding the effectiveness of utilizing a volunteer organization to perform the cut and pasting of sheet music. Complete data are not available on which to base a recommendation at this time. However, based solely on the estimates of time of paid staff in reviewing and correcting errors in this very technical area, the use of a paid staff person would seem plausible.

Recommendation 13: There are specific areas of volunteer use that should be studied in a more in-depth manner.

Due to the scope of this study and the lack of data for certain areas of volunteer use, there are several areas which should be investigated, including: the need for continuing training for braillists, the role of NLS and network agencies in support of quality control of volunteer recordings (through consulting, certifying, monitoring, etc.), and the capabilities of individual staff in network agencies to help NLS in performing volunteer-related consulting in a more decentralized approach to volunteer assistance. Specific consideration should be given to a survey of volunteers to identify their use and their satisfaction with their training and current roles.

1

INTRODUCTION

1.1 Study Background

Any analysis of volunteer efforts must be understood within the framework of the benefits, motivations, and drawbacks of volunteer use, and the evolution of the NLS network.

Volunteer services have been considered a critical resource for decades in many areas of social services. In the health area especially (long-term patient care and psychiatric health care in particular), volunteer efforts have been an essential component of the overall service provided.[1/] In step with the growth of social service programs in the 60's and 70's, the possibilities for use of volunteers have also grown. From teacher assistant volunteers to providing "meals on wheels" for the homebound elderly, the volunteer has become an increasingly prevalent part of the system of delivering social services. This is true for library volunteer efforts in general and for library volunteer services to the blind and physically handicapped as well.

The Benefits and Drawbacks of Volunteer Assistance

Free labor, while apparently the chief benefit of volunteer assistance, must, in fact, be considered along with numerous other benefits. Volunteer assistance is often motivated by a deep concern for the recipient of service. The care, dedication, and commitment to providing a service is an incalculable, but important aspect of the recipient's acceptance and satisfaction of the service. The 'personal touch' cannot be discounted as an important factor in client satisfaction. For many clients isolated by handicap from the general society, the contact with service providers assumes an important link with the world--a link in which the attitude of the service provider is an important aspect. Thus, the personal commitment of the volunteer can be influential on the client's use and ultimate benefit from the service.

Another potential advantage of volunteer assistance is the range of skills which can be provided without consideration of cost. On the one hand, unique skills--linguistic capabilities, technical expertise, or experience in particular trades--can be utilized. These skills may be scarce or not obtainable in the job market. On the other hand, the availability of volunteer assistance with simple skills--the ability to drive a car or shelve books--enhances the capability of providing more personalized service to a larger client group, over a broader geographic area.

Another, perhaps less tangible, benefit is largely political in nature. The participation of volunteers in a given area of service tends to broaden the "constituency" of that service. This constituency is typically not only made more aware of the needs of the client group by direct contact, but consequently may represent and support the interests of the client group through political activity. This can be particularly important when the volunteer is a part of a volunteer organization which already has a broad geographic base of members and established political visibility. Particularly concerning volunteer assistance in the area of library services to the blind and physically handicapped, the benefits noted above cannot be underestimated.

Nevertheless, there are potential drawbacks or limitations involved in the use of volunteers. Generally, the drawbacks may be categorized in three areas: burden on the administrative agency, lack of quality control and lack of administrative control.

- Burden on the administrative agency--the use of volunteers may result in an inordinate commitment of staff time to train and manage the volunteers, and impinge upon professional staff time, which could be more appropriately spent on client contact.
- Lack of quality control--particularly in cases where there are numerous or fragmented organizations of volunteers involved, there can be an uncontrolled and varied level of quality of

service provided. As in the case of NLS, while there are some mechanisms for control (certification of braille transcribers and NBA guidelines, for example), much of the activity for production and delivery is done at other levels of the network where adequate training and supervision may be critical to ensure guidelines are met.

- Lack of administrative control--administrative agencies may lack a good deal of administrative control over volunteer and volunteer organizations which may not be entirely subject to or in agreement with the policies, priorities or emphases of service of the administrative agency.

Motivations for Volunteerism

The motivation to volunteer is strongly rooted in the psychological make-up of the individual. It is generally considered as a selfless, humanitarian response to the needs of other people and among the range of human attitudes, it is a response not to be either discouraged or misused.

The motivation to volunteer is most probably also rooted in the need to produce--to work and to derive personal recognition from work. In fact, the basis of volunteer activity may be closely tied to esteem or self-worth, often derived from the work-place. As noted in a study on work done by the W. E. Upjohn Institute for Employment Research,

> Work contributes to self-esteem in two ways. The first is that, through the inescapable awareness of one's efficacy and competence in dealing with the objects of work, a person acquires a sense of mastery over both himself and his environment. The second derives from the view, stated earlier, that an individual is working when he is engaging in activities that produce something valued by other people. That is, the job tells the worker day in and day out that he has something to offer. Not to have a job is not to have something that is valued by one's fellow human beings. Alternatively to be working is to have evidence that one is needed by others...
>
> The workplace generally, then, is one of the major foci of personal evaluation. It is where one finds out whether he is "making the grade;" it is where one's esteem is constantly on the line, and where every effort will be made to avoid reduction in self-evaluation and its attending sense of failure. If an individual cannot live up to the expectations he has of himself, and if his personal goals are not reasonably obtainable, then his self-esteem, and with it his relations with others, are likely to be impaired.[2]

It is likely that the same factors influence the volunteer. The foregoing underscores the fact that an evaluation of any volunteer effort requires a sensitivity to the people and organizations involved, their contributions to the service and their motivations.

Library Volunteers Serving the Blind and Physically Handicapped

The earliest efforts (even prior to the Pratt-Smoot Bill of 1931) to serve blind and physically handicapped persons were strongly rooted in volunteer assistance largely to produce materials in braille.[3] Many of these efforts were coalesced by a few national organizations or associations such as The American Foundation for the Blind. More recent developments, however, have suggested a proliferation in the use of volunteer skills at the regional and local levels of service delivery. From a handful of volunteer organizations in the early developmental years of the Library of Congress program for the adult blind, the number has grown. A 1978 publication of the Division for the Blind and Physically Handicapped indicated some 245 volunteers or groups that produced books in braille or tape.[4] Significantly, these groups are spread geographically throughout the United States.

It seems evident that two of the most important factors that have influenced the potential for use of volunteers are technological advances and increased diversity in the methods of service delivery. As the technology and methods of service delivery to serve blind and physically handicapped individuals have been developed, the potential use of volunteer skills has grown. With the introduction and wide spread use of the talking book machine and cassette tape there have been corresponding needs for both instructors and persons skilled in machine repair. Use of tape has created the need for persons to produce quality tape recordings.

Apart from technological changes and basic increases in demand for services, there is tremendous diversity in the capabilities and policies of the network agencies. The network centers have developed their services very independently.[5] While the impetus for establishing or expanding regional or statewide service may have originated with equipment provided by NLS/LC, the magnitude and direction of growth of programs have been effected most by the funding and management policies established by state legislatures. Staffing patterns, material resources, space, etc. have been dictated, in large part, by the individual state legislatures involved. The diversity of commitment, policies, and programs of service have, in turn, been influenced by the evolution of other Federal programs which provide service to blind and physically handicapped persons, such as Title I of the Library Services and Construction Act. As Genevieve Casey points out, many of the Regional Centers in State Library administrative agencies have been involved in "outreach" programs either directly or by extending service through other libraries, in part due to the influence of LSCA (Title IV A and B of LSCA before 1970, and Title I thereafter).[6] As a result of this individualized development at the state level (and the local level as well), the need, use, and management of volunteers can be expected to vary widely.

This diversity of methods can be seen in the evolution of the NLS network itself. The Library of Congress has operated on the premise that the provision of service from one centralized source would be impersonal and impractical. Consequently, a range of regional delivery points for services have been selected to serve specific geographic areas of the United States. These centers are usually a part of State Library agencies, Commissions for the Blind, or large public libraries and they constitute what is referred to as the NLS cooperative library network.

There are, in reality, several tiers to the network tied to both geographic and functional characteristics. In addition to the largely state-based centers, there have also been subregional centers established to provide more localized service, and multistate centers which are a fairly recent development designed to provide further storage and production capability to "back up" the regional network approach. These multistate centers are an important aspect of this study since they are potential focal points for services amenable to volunteer assistance, such as back-up repair service for items, and quality control and circulation of locally produced materials.

The NLS network operates within an even larger milieu of volunteer organizations, groups and individuals which provide services directly to clients or through local public libraries and other types of libraries as well. The interface between this volunteer "community" and the NLS network is an important service component to define and measure since the appropriate mobilization and coordination of volunteer efforts can result in more efficient use of network resources, more effective delivery of services and even a clear understanding of the NLS scope of service.

Neither the varied roles nor the composite picture of volunteer assistance within the NLS network is well documented. However, the use of volunteers for the provision of services to blind and physically handicapped persons, undoubtedly influenced by the growth of the network over the last two decades, and by the development of projects of an outreach nature amenable to volunteer use is a timely subject with import for the future evaluation of the NLS network.

1.2 Objectives of the Study

The objectives of the study constituted a sequential approach to the analysis of the volunteer effort within the NLS network. The objectives of the study are outlined below:

- To determine all categories of tasks currently performed by volunteers for the NLS and network programs and to estimate the amount of time on each category by volunteers on a yearly basis.

  This was a first step which involved the identification of volunteer use categories for a variety of levels of administration and delivery within the NLS network. It is hoped that the identification of relevant volunteer categories in this study can provide an important basis for thinking about volunteer use and for future data collection and analysis.

- To evaluate current NLS and network agencies' administrative resources (time, training, funding, staff level, etc.) to support volunteer programs.

  This objective involved the next sequence--to document the burden on participating agencies in the overall maintenance of volunteer efforts. It was anticipated and found to be the case that the scope of volunteer participation would vary widely depending upon the philosophy of the participating network libraries. The corresponding investment of agency time and resources in coordinating volunteer activities was analyzed along with indicators of effectiveness of the volunteer contribution.

- To analyze cost and program effectiveness of current use as opposed to using paid resources to achieve the same end.

  This objective involved the analysis by volunteer categories of the trade-offs between cost and effectiveness if the service is obtained by direct payment for service. Cost is only one consideration in evaluating the trade-offs involved. Other factors--the reduction of agency burden by contracting, the upgrading of quality control of service by utilizing paid employees, and the strengthened ability to directly administer services by utilizing paid staff--were considerations involved in this analysis.

- To analyze current use of volunteers compared with ALA Standards.7/

  The ALA Standards deal largely with the procedures involved in managing volunteers. There are both general principles and specific operations that were compared with data collected in the field.

- To project the most effective use of volunteers in the NLS and network programs for the future, for each specific task.

  This objective required consideration of the trends in service delivery, the technology of service and sensitivity of the participants involved.

END NOTES

1. American Hospital Association, *The Volunteer in Long-Term Care*, Chicago, 1968.

2. W. E. Upjohn Institute for Employment Research, *Work in America*, 1973, pg. 5.

3. Francis R. St. John, *Survey of Library Service for the Blind*, American Foundation for the Blind, New York, 1956.

4. Division for the Blind and Physically Handicapped, Library of Congress, *Volunteers Who Produce Books*, 1978.

5. In the text of this study "centers", "agencies" and "libraries" are used generically and interchangeably to denote all participants in the network (exclusive of NLS).

6. Genevieve Casey, "Service to the Handicapped and Institutionalized" in *Library Trends*, October, 1971.

7. American Library Association, Association of Specialized and Cooperative Library Agencies, *Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped*, American Library Association, Chicago, 1979.

2

STUDY METHODOLOGY

2.1: Study Design

The study consisted of three distinct phases. The first phase involved the determination of the appropriate categories of volunteer activity for which data would be collected. The second phase involved the collection of data by means of a mail survey and a telephone interview. The third phase concentrated on the analysis of the data collected.

The approach to the evaluation emphasized the need to firmly identify the potential range of Tasks of volunteer assistance. Furthermore, the accurate description and definition of these Tasks as well as general categories of volunteer assistance relevant to the operations of network centers were felt to be critical to a successful study. These were critical by virtue of the fact that no other study of volunteers had systematically attempted not only to identify both the range of tasks undertaken by volunteers but to assemble these tasks into functional categories.

Several steps were integral in the identification of categories and tasks. The first was a series of meetings with NLS staff to review data collected regarding volunteers in the NLS network and to identify other potential tasks based on NLS consultants' experience. Secondly, an initial "catalog" of categories and relevant tasks was developed and incorporated into a form which could be utilized as a checklist to be "tested" by on-site observation.

TABLE 1: EXAMPLE OF CATEGORY AND TASKS

CATEGORY: CIRCULATION AND MAINTENANCE

TASKS:

1. Materials inspection - TB
2. Materials inspections - CB
3. Circulation, clerical and miscellaneous office tasks
4. Stocking, shelving or pulling materials from shelves and related tasks.

This checklist not only included the categories and tasks (see an example in Table 1) but also a list of other data identified as being relevant to the study including:

- staff time/costs involved in volunteer collection
- staff time/costs involved in volunteer orientation
- staff time/costs involved in volunteer training
- staff time/costs involved in supervising volunteer activity
- staff time/costs involved in other activities dealing with volunteers
- direct costs of volunteers (supplies, insurance, etc.)
- numbers of volunteers
- estimates of volunteer time donated
- estimates of volunteer service cost if obtained by adding staff/contracting
- perceptions of effectiveness of volunteer program
- problem areas of volunteer program
- perceptions on changes to volunteer program to improve service effectiveness
- procedures dealing with volunteers relative to ALA standards (staff made aware of volunteers' roles, volunteers not used to replace paid staff, etc.)

Finally, this checklist was used as the basis for a pretest in seven sites:

1. Service for the Physically Handicapped, Rockville, Maryland
2. District of Columbia Regional Library for the Blind and Physically Handicapped, Washington, D.C.
3. New Jersey Library for the Blind and Handicapped, Trenton, N.J.
4. Arizona Regional Library for the Blind and Physically Handicapped, Phoenix, Arizona
5. Alabama Regional Library for the Blind and Physically Handicapped, Montgomery, Alabama
6. Braille Institute of America, Inc., Los Angeles, California
7. Blind and Physically Handicapped Library, Lansing, Michigan

The pretests were conducted by senior staff and the mix of centers--both in terms of size and geographic location--was determined to provide an overall accurate evaluation of the data categories selected. These pretests were also useful in providing project staff with firsthand observations of volunteer use; and in determining the availability of data pertinent to the study.

The on-site pretests resulted in a number of changes and additions to the basic checklist. One of the key results of the pretest was the development of a set of "scope notes" to provide examples and definitions of those categories which were found to be in need of some clarification to persons interviewed during site visits.

The results of the pretest were incorporated in the development of the mail survey instrument and telephone interview instrument. The instruments are in Appendices 4.4.1 and 4.4.2.

2.2: Data Collection

Data were collected from the universe of participating network libraries and machine lending agencies as identified in Library Resources for the Blind and Physically Handicapped, 1978, produced by NLS. It was felt that this method, as opposed to a sampling approach, would provide precise information on a library by library basis, allowing comparisons and analysis among the kinds of libraries participating in the network. This approach also provided a record which could be the basis for future data collection and comparison.

Data were collected in two stages utilizing two distinct methods. First, a mail survey was sent to the universe of participating network libraries to collect all data except that dealing with perceptions and opinions of (1) effectiveness, (2) problem areas and (3) changes in volunteer assistance to make service more effective. The second stage was a telephone interview of a maximum of three individuals in each participating network library. These three individuals were chosen by virtue of having been identified on the mail survey as the most knowledgeable concerning the volunteer efforts in that network library. These individuals in each network library were queried by phone to obtain their perceptions regarding aspects of the volunteer program in their setting.

The advantage of a structured telephone interview was that while the data obtained are still comparable, the interviewer had the opportunity to "probe" the respondent to obtain explanations and rationale for answers. This was seen to be particularly crucial to this study in order to make accurate assessments of an important and sensitive area of service for blind and physically handicapped persons. The telephone interviews also provided an opportunity for validation of data reported through the mail survey.

The initial response rate to the mail survey was 82 percent. The balance of data for nonresponding agencies was collected during subsequent phone interviews which provided a final 100 percent response rate. Telephone interviews were conducted with a total 224 individuals. Although a maximum of three persons could be identified on the mail survey, many respondents indicated only one or two persons were knowledgeable concerning to volunteer program. Similar data were collected from NLS utilizing the same methods. Interviews with staff at NLS were conducted for the most part, however, in person.

2.3: Data Analysis

A matrix of objectives/variables and sources was developed as an overall guide for the data analysis (see Table 2).

The assumptions, steps, and structure of the data analysis are identified by each objective as follows:

Objective 1: To determine categories of tasks currently performed by volunteers for the NLS network.

A compilation of the estimated annual hours donated for tasks currently performed by volunteers in the NLS network, with approximate corresponding value if these tasks were to be performed by paid employees was developed. The estimated annual hours donated for each major category were presented as reported by each agency. These figures are also tabulated on a system-wide basis, and on the basis of (1) type of agency (regional, regional and machine lending agency, subregional, multistate center, separate machine lending agency), (2) number of active users, and (3) geographic region.

The approach for computing the value of volunteer contributions required two steps to arrive at a net value. The number of hours contributed by volunteers was multiplied by "standard rates" for clerical, technical and specialized task levels and summed to obtain gross value of volunteer contributions. In the second step, costs of staff time spent in administering volunteer programs and related direct and indirect costs were summed and deducted from the gross value of volunteer contributions. This was done on an agency-by-agency basis. These computations provided an estimated net value of volunteer contributions for each responding agency. Subsequently, these figures were tabulated utilizing SPSS subprogram BREAKDOWN, which provided totals and means on the basis of agency type, number of readers and region of the country. In addition to this net value computation, cross checks were made through comparison of the net value with costs of performing the same services by an independent contractor. This contract information was used for comparison checks only.

The "standard rates" were determined first by fixing a level of difficulty to each of the volunteer tasks identified in the study. This was done in conjunction with staff of NLS. The ratings are presented in Table 3.

TABLE 2: DATA NEEDS-SURVEY MATRIX

	Objective	Variable	Source/Respondent
(1)	To determine categories of tasks currently performed by volunteers for NLS	• Categories by task • Categories by network library • Total number of volunteers by category • Estimated value of volunteer time by category	• Document review • NLS staff discussions • onsite observation
(2)	To evaluate current NLS and network agencies' administrative resources	• Estimated administrative staff time training volunteers • Estimated cost of training volunteers • Estimated administrative staff time managing volunteers • Estimated administrative cost	• Mail survey of network libraries
(3)	To analyze cost and effectiveness of current use as opposed to using paid resources	• Perceived effectiveness of volunteer program by category • Perceived problem areas of volunteer use by category • Cost of volunteer use by category • Cost of using paid volunteers by category	• Mail survey of network libraries • Telephone interview
(4)	To project the most effective use of volunteers in NLS and network programs	• Perceived effectiveness of volunteer program by category • Perceived problem areas of volunteer use by category • Cost of volunteer use by category • Cost of using paid volunteers by category • Perceived trends in volunteer use	• Mail survey of of network libraries • Telephone interview
(5)	To analyze current use of volunteers against ALA standards	• Conformity with ALA standards	• Mail survey of network libraries • ALA Guidelines to blind and physically handicapped

TABLE 3: RATINGS FOR TASK DIFFICULTY

List of tasks	Rating
• Collection assessment	(2)*
• Tape narrative	2
• Tape monitoring	2
• Tape reviewing	2
• Reading text to braillist	1
• Transcribing braille:	
Literary	2
Music	3
Math	3
• Proofreading braille:	
Literary	2
Music	3
Math	3
Foreign language	3
• Transcribing large type:	
Literary	2
Music	3
Math	3
• Tape duplication	2
• Braille thermoforming	1
• Braille binding	2
• Copyright clearance	1
• Braille labeling and packaging	1
• Tape labeling and packaging	1
• Machine Repair - TBM	(2)
• Machine Repair - CBM	(2)
• Cassette Repair	1
• Other Machine Repair	(2)
• Materials inspection (TB and CB)	1
• Circulation, and clerical Tasks	1

1. Clerical work: learned on the job, no special training.
2. Technical work: learned in formal training or on-job, and requiring considerable experience and general knowledge.
3. Specialized work: requires prior formal education or highly specialized training to begin the job. Often requires certification.

TABLE 3: (Continued)

List of tasks	Rating
• Stocking, shelving or pulling materials from shelves and related tasks	1
• Reading to patrons in their homes	1
• Reading to patrons at library or by phone from the library	1
• Transporting patrons to and from the library	1
• Delivering machines to patrons	1
• Delivering books to patrons	1
• Reading guidance in patrons' home	1
• Reading guidance given in the library or by telephone	2
• Speeches to community groups	2
• Public Relations for library	2
• Activities to identify or register new readers outside library	2
• Recruiting other volunteers	2
• Orientation and/or training volunteers	2
• Coordination, scheduling or supervision of volunteers	2
• Advisory Tasks	2

* The parenthesis denote a rating selected by project staff due to new or collapsing categories.

1. Clerical work: learned on the job, no special training.
2. Technical work: learned in formal training or on-job, and requiring considerable experience and general knowledge.
3. Specialized work: requires prior formal education or highly specialized training to begin the job. Often requires certification.

Secondly, an average wage was determined for each of the three levels (1, 2 and 3) as follows:

> Level 1, $3.54 - is close to the minimum wage scale and is the average pay for Retail Trade workers.
>
> Level 2, $5.58 - is based on a medical supplies worker's average pay. This is the average pay for non-supervisory workers in the U.S. This also is coincidentally the midpoint between Level 1 and 3.
>
> Level 3, $7.69 - is based on the average pay for school teachers. This wage is among the lower range of professional wage rates.

These figures were taken from data collected by U.S. Depts. of Labor, Agriculture, Health, Education and Welfare; Veterans Administration; Office of Personnel Management; National Education Association (compiled also in U.S. News and World Report, April 21, 1980, p. 91). It is obvious that these rates in reality will vary considerably depending upon the region of the country and the specific tasks being accomplished. Unfortunately, telephone interviews did not provide enough information to either substantiate or disprove these figures. In these rates are, in effect, a "best estimate" of the value of contributed volunteer time based on a general comparison of skill levels.

Objective 2: To evaluate current NLS and network agencies' administrative resources to support volunteer programs.

A compilation of the costs of supervising and training volunteers was based on information collected in the mail survey. Unfortunately, telephone interviews did not provide enough information to either substantiate or disprove these figures. In each major volunteer category for which an agency indicated the use of volunteers, an annual estimate for the percent of time of each paid staff person spent in (1) supervising and (2) training volunteers was requested. In addition, the annual salary of each paid staff person was requested. The raw annual salaries were divided by the percent of time to provide estimates of staff costs in maintaining volunteers. Data as reported in the mail survey concerning the direct costs (supplies, insurance, etc.) were added to the estimated staff costs to provide overall estimated annual cost of maintaining each category. Costs for equipment or facilities were not included in estimating these overall costs, but are reported separately in the findings. Again, these data were tabulated utilizing SPSS subprogram BREAKDOWN and the resulting cost figures were compared across volunteer categories, regions, and agency type.

Objective 3: To analyze cost and effectiveness of current use as opposed to using paid resources.

The first step in tabulating these data was to compute overall ratios between the administrative cost and value of contributed volunteer time for the categories of volunteer assistance. The overall ratios provide indicators of the systemwide costs/contributions on a category by category basis.

The next step was to compute the mean values for administrative costs and replacement value by paid employee for volunteer categories in libraries (1) of the same type, and (2) with similar numbers of users.

Comparisons among volunteer categories of the normalized administrative costs vs. the normalized contribution provided the basis for identifying volunteer categories which exhibit differences in administrative investment.

In addition, a comparison of the volunteer categories in light of factors including perceived effectiveness, public relations impact and problems generated by the use of volunteers was done on the basis of the number readers and type of library.

Objective 4: To project the most effective use of volunteers in NLS and network programs.

Based on analysis under objectives 2 and 3 and compilation of "trend" information gathered in questions 5A and B of the telephone survey, indications of the growth or decline of volunteer use was estimated systemwide.

These general recommendations on the future use of volunteers were also derived from much of the 'contextual' discussions which occurred during the telephone interviews with network agency staff and NLS staff.

Objective 5: To analyze current use of volunteers against ALA standards.

Data were tabulated on the basis of reported conformity/lack of conformity/or partial conformity with specific ALA standards and other general operational information. Each standard or operational aspect is analyzed individually on a systemwide basis with additional tabulations provided on the basis of type of agency, region and number of readers.

3

FINDINGS

Overview

Based on literature review, discussions with NLS and network staff, on-site visits, and pretest results, the following major categories of volunteer use were identified:

- Production of Materials
- Repair
- Circulation and Maintenance
- Reader Services
- Outreach
- Administration

The tasks performed by volunteers for each major category were identified as follows:

- PRODUCTION OF MATERIALS
    1. Collection assessment
    2. Tape narration
    3. Tape monitoring
    4. Tape reviewing
    5. Reading text to braillist

    Transcribing braille:

    6. Literary
    7. Music
    8. Math
    9. Foreign language

Proofreading braille:

10. Literary
11. Music
12. Math

Transcribing large type:

13. Literary
14. Music
15. Math
16. Tape duplication

17. Braille thermoforming
18. Braille binding
19. Copyright clearance
20. Braille labeling and packaging
21. Tape labeling and packaging

- REPAIR
  1. Machine repair - talking book machine (tbm)
  2. Machine repair - cassette book machine (cbm)
  3. Cassette repair
  4. Other repair

- CIRCULATION AND MAINTENANCE OF THE COLLECTION
  1. Materials inspection - TB
  2. Materials inspection - CB
  3. Circulation, clerical and miscellaneous office tasks
  4. Stocking, shelving or pulling materials from shelves and related tasks.

- READER SERVICES
  1. Reading to or assisting patrons:
     a. In patrons' homes
     b. In the library or over the telephone
  2. Transporting patrons:
     a. To and from the library
  3. Delivering machines to patrons
  4. Delivering books to patrons

5. Reading guidance:
    a. in patrons' homes
    b. in the library or over the telephone

- OUTREACH
    1. Speeches to community groups; public relations for library
    2. Activities to identify or register new readers outside library
- ADMINISTRATION
    1. Recruiting other volunteers
    2. Orientation and/or training volunteers
    3. Coordination, scheduling or supervision of volunteers
    4. Advisory tasks
    5. Other tasks

Examples of the activities for each of these tasks can be found in the scope notes in Appendix 4.4.3.

3.1: Extent of Use of Volunteers in the NLS network

Responses from the mail survey indicate that 72.6 percent of all network agencies utilize volunteers in some capacity. This figure is considerably higher than the findings reported in the Jahoda and Needham study (Gerald Jahoda and William L. Needham, Current State of Public Library Services to Physically Handicapped Persons, Tallahassee: Florida State University, June 1980) which indicated only slightly over 50 percent of the network agencies utilized volunteers. The difference is most likely accounted for by the more focused direction taken in the Evaluation of the Use of Volunteers in the NLS network. The specification of volunteer categories, (both in and outside the library), the provision of explanatory materials, and the extensive follow-up of this study have undoubtedly provided a more exhaustive assessment of the extent of use of volunteers.

The following table provides the estimated total annual hours and gross value of volunteer time denoted in the network. It should be noted that these figures are based upon data as reported and, therefore, are subject to two qualifications: first, approximately 50 percent of the data from the mail survey were indicated by respondents to be estimates rather than documented figures; second, no adjustments are made for missing data (i.e., hours which could not be estimated by the respondent - these represent about 10 percent of all responses and are considered as "0" contribution.) The result of these two factors is that the figures presented probably underestimate the actual contribution of volunteer time and value.

TABLE 4: ESTIMATED TOTAL ANNUAL HOURS AND GROSS VALUE OF TIME CONTRIBUTED BY VOLUNTEERS IN THE NLS NETWORK

	Estimated Total Annual Hours	Estimated Annual Gross Value
PRODUCTION	338,338	$1,871,592
REPAIR (Telephone Pioneers)	67,983	379,344
REPAIR (other)	13,973	68,320
CIRCULATION AND MAINTENANCE	100,989	357,500
READER SERVICES	25,831	92,949
OUTREACH	2,837	15,830
ADMINISTRATION	8,656	48,300
TOTAL	558,607	$2,833,835
NLS *	191,267	1,106,286
GRAND TOTAL	749,874	$ 3,940,121

* Includes volunteers in music, interns, reader services, and volunteers in prisons who perform machine repair, thermoforming and binding. Not included in these figures are volunteers who are being trained in Braille. It should also be noted that "Volunteer" production of materials for NLS is not included as a part of the study.

These donated hours represent the efforts of a reported 7,453 individual volunteers network-wide excluding Telephone Pioneers and volunteers at NLS. The total numbers of volunteers as reported contributing to each category are as follows:

TABLE 5: REPORTED NUMBER OF VOLUNTEERS IN THE NLS NETWORK

	Number of Volunteers
Production	4,486
Repair (Telephone Pioneers)	3,000
Repair (Other)	1,112
Circulation and Maintenance	457
Reader Services	1,216
Outreach	76
Administration	106
Total Network-wide	10,453
NLS	484
GRAND TOTAL	10,937

These estimates of hours contributed and number of volunteers probably underrepresent the actual figures. This judgment is based upon interviews with staff of network agencies subsequent to completion of the mail survey. Respondents often indicated an inability to estimate hours of volunteer groups and of volunteers who do not work in the library setting.

The chart on the following page presents a breakdown of the number of volunteers by region, agency type, and reader size. In addition, Appendix 4.6 gives a further breakdown of total and average numbers of both independent and organized volunteers.

TABLE 6: TOTAL VOLUNTEERS IN NLS NETWORK

	OVERALL TOTAL NUMBER OF VOLUNTEERS (BOTH INDEPENDENT AND ORGANIZATION MEMBERS)					
	Production	Repair*	Circulation	Reader Services	Outreach	Administration
Region						
Northern	586	112	41	0	1	37
Midlands	1,656	217	89	147	1	53
South	1,087	366	175	126	1	20
West	1,157	235	152	943	12	105
Reader Size						
0 - 500	375	125	67	21	1	16
501 - 1,000	232	24	75	89	1	2
1,001 - 5,000	1,287	311	118	824	3	82
5,001 - 10,000	687	137	96	33	10	92
10,001 - 99,999	1,905	333	101	249	0	11
Agency Type						
Subregional	488	116	171	93	3	49
Regional	3,713	719	272	1,208	11	151
Machine Lending	285	95	144	5	1	3
Multistate Center	0	0	0	0	0	0

*Only independent repair volunteers were included.

The net value of contributed volunteer time, taking into consideration staff time devoted to supervision and training, as well as direct costs for managing volunteers, are presented below by category of volunteer assistance:

TABLE 7: ESTIMATED ANNUAL NET VALUE OF VOLUNTEER USE

Category	Estimated Annual Net Value
Production	$1,351,347
Repair (includes Telephone Pioneers)	326,652
Circulation and Maintenance	159,647
Reader Services	71,993
Outreach	3,453
Administration	7,335
NLS	1,940,313
Total	$1,920,427

Further analysis of the extent of volunteer use is presented by each major volunteer category identified in the study.

Unless otherwise specified, all the tables that follow exclude volunteers at NLS. This exclusion of NLS volunteers was done to facilitate accurate comparisons among network agencies.

Production of Materials

Responses to the mail survey indicate that 44 percent of all network agencies utilize volunteers in the production of materials. Among the various categories of production in which volunteers are limited, tape narration is the category in which the largest volunteer use was identified. Both in terms of the number of agencies that utilize volunteer narrators, and in terms of contributed time, this category was heavily utilized. The table on the following page indicates the number of agencies reporting volunteers in production and the total estimated volunteer hours contributed for each individual task. Appendix 4.1 provides reported volunteer hours on an agency-by-agency basis.

TABLE 8: NUMBER OF AGENCIES AND ESTIMATED ANNUAL HOURS FOR VOLUNTEERS IN PRODUCTION

	Number of Agencies With Volunteers	Estimated Total Annual Hours
1. Collection assessment	2	2,200
2. Tape narration	49	183,872
3. Tape monitoring	14	9,430
4. Tape reviewing	13	7,445
5. Reading text to braillist	2	211
Transcribing braille:		
6. Literary	19	92,851
7. Music	2	Not reported
8. Math	5	6,587
9. Foreign language	5	338
Proofreading braille:		
10. Literary	5	4,304
11. Music	1	400
12. Math	3	1,115
Transcribing large type:		
13. Literary	4	1,002
14. Music	1	Not reported
15. Math	1	Not reported
16. Tape duplication	4	7,497
17. Braille thermoforming	6	12,300
18. Braille binding	6	4,571
19. Copyright clearance	4	120
20. Braille labeling and packaging	3	1,910
21. Tape labeling and packaging	6	2,185

The production of braille, transcribing and thermoforming in particular, together make up a second area of heavy volunteer use.

Regarding the amount of volunteer time devoted to producing textbook materials, 26 of the approximately 77 relevant agencies indicated 0 percent; however, there were a significant number that indicated textbook production. The remaining response is broken out by ranges:

TABLE 9: NUMBER OF AGENCIES REPORTING VOLUNTEER TIME FOR TEXTBOOK MATERIALS BY PERCENT OF VOLUNTEER TIME

% Volunteer Production Time To Textbook Materials	Number of Agencies
0%	26
20%	12
21 - 50%	10
51 - 75%	5
76 - 100%	6
No Response	12

In terms of the percent of volunteer hours dedicated to providing general and adult professional reading materials, the response is about the reverse.

TABLE 10: NUMBER OF AGENCIES REPORTING VOLUNTEER TIME FOR ADULT/RECREATIONAL READING BY PERCENT OF VOLUNTEER TIME

% Volunteer Time To Adult Reading	Number of Agencies
76 - 100%	31
51 - 75%	11
21 - 50%	6
1 - 20%	8
0	9
No Response	12

Approximately 4,012 titles were reported produced by volunteers and an estimated 57,500 sides (tape) and/or volumes (braille).

Although the contribution of volunteer time in production is not limited to any size of agency, it is inclined to be more substantial for agencies with more readers. The following indicates the distribution of estimated volunteer hours in production for the various reader-size categories.

TABLE 11: TOTAL ESTIMATED ANNUAL VOLUNTEER HOURS IN PRODUCTION BY READER SIZE

Number of Readers	Total Estimated Annual Volunteer Hours in Production
0 - 500	34,436
501 - 1,000	5,070
1,001 - 5,000	111,203
5,000 - 10,000	55,378
10,000 +	132,251

The bulk of volunteer hours in production, about 60 percent, is accounted for by regional libraries, with subregionals accounting for only about 8 percent of the total volunteer production hours. In terms of the regions, the contribution of volunteer hours in production is fairly evenly split. Total and average volunteer hours in production by region and agency type can be found in Appendices 4.2 and 4.3.

Repair

Approximately 50.3 percent of the network libraries indicated that they utilized volunteers in the repair of CBM, TBM, cassettes and other equipment. There were two categories of volunteers involved in repair--those who worked individually in or outside of the agency, and those who worked with the Telephone Pioneers.

The use of individual volunteers in repair, apart from Telephone Pioneers, accounts for 13,973 hours or about 17 percent of the overall contributed hours to repair. These individual volunteers were reported as follows:

TABLE 12: TOTAL NUMBER OF AGENCIES AND ESTIMATED ANNUAL VOLUNTEER HOURS IN REPAIR

	Number of Agencies Reporting Volunteers	Total Estimated Annual Hours Donated
1. Machine repair . TBM	13	2,396
2. Machine repair . CBM	9	3,720
3. Cassette repair	9	4,730
4. All Other repair	7	3,127

In very few cases were data available from responding libraries regarding time donated by Telephone Pioneers under the category of repair. In lieu of reported data, an alternative approach was necessary to estimate the time and value of time donated by pioneer groups. This approach is limited to providing national estimates only as opposed to a library by library estimate. The national estimate was computed as follows. First, totals of all TB machines, CB machines and cassettes repaired in FY 1979 were computed based on data provided by local pioneer chapters directly to NLS. The totals are as follows:

TBM Machines Repaired	CBM Machines Repaired	Cassettes Repaired
31,959	33,182	53,129

The totals of CBM and TBM repairs were summed due to estimated similarities in average repair time. Average repair time, supplied by NLS from earlier experience, was multiplied by the total machines repaired:

	Average Repair Time		Total Machines Repaired		
TBM + CBM	30 minutes	x	65,141	=	1,954,230
Cassette	40 minutes	x	53,120	=	2,124,800

This results in the following summation of value:

	Hours Donated		Estimated Value Per Hour	Estimated Total Annual Value
(TBM + CBM)	32,570	x	$5.58	181,740
(Cassette)	35,413	x	$5.58	197,604
	67,983			
			Total Estimated Gross Annual Value (Pioneer Volunteers)	$379,344

(It should be noted that the $5.58 hourly wage is extremely low and estimates of about $20-$50 per hour have been suggested. At $20 per hour the estimated value would be about $1,359,660.)

Circulation and Maintenance of the Collection

Approximately 34.9 percent of the network agencies indicated that they utilized volunteers in this category. The overall contribution in terms of volunteer hours donated for each task was reported as follows:

TABLE 13: TOTAL NUMBER OF AGENCIES AND TOTAL ESTIMATED ANNUAL VOLUNTEER HOURS IN CIRCULATION AND MAINTENANCE

	Number of Agencies Reporting Volunteers	Total Estimated Annual Hours
1. Materials inspection . TB	28	11,459
2. Materials inspection . CB	31	11,535
3. Circulation clerical and miscellaneous office tasks (see definition in Scope Notes.)	48	72,147
4. Stocking shelving or pulling materials from shelves and related tasks.	23	5,848

The majority of volunteer hours contributed in this category are accounted for by relatively few agencies in the larger reader-size categories although the use of volunteers in this area is fairly widespread.

TABLE 14: NUMBER OF AGENCIES AND TOTAL ESTIMATED ANNUAL HOURS IN CIRCULATION AND MAINTENANCE BY READER SIZE

Number of Readers	Number of Agencies Reporting	Total Estimated Annual Hours
0 - 500	8	7,802
501 - 1,000	10	7,412
1,001 - 5,000	24	14,430
5,000 - 10,000	12	21,760
10,000 +	6	49,585

The data seem to indicate fairly wide variation among regions both with respect to the total volunteer contribution in the area of volunteer hours contributed to work in circulation, and the average contribution per agency.

The Midlands agencies account for a substantially lower proportion of volunteer hours contributed in the area of circulation both in terms of overall and average contribution as indicated below.

TABLE 15: ESTIMATED TOTAL AND AVERAGE VOLUNTEER HOURS IN CIRCULATION AND MAINTENANCE BY REGION

Region	Estimated Total Annual Hours Contributed for Circulation	Average Estimated Hours
Northern	37,863	3,155
Midlands	9,278	618
South	20,310	1,015
West	33,538	2,579

Reader Services

Approximately 18 percent of the network agencies reported utilizing volunteers to perform reader service activities. The reported hours are split unevenly among regions, types, and reader size categories with little discernable pattern. The size category 501-1,000 accounts for 51 percent of all hours donated in this volunteer area, and only 4 agencies in the two largest reader-size categories indicate utilizing volunteers in this area, suggesting that the smaller agencies have tended to utilize volunteers or volunteer groups more for this purpose.

No agencies in the Northern region indicated use of volunteers in this category while the South region accounted for 51 percent of the volunteer time contributed to reader services.

The response in terms of volunteer hours by tasks were reported as follows:

TABLE 16: TOTAL NUMBER OF AGENCIES AND TOTAL ESTIMATED VOLUNTEER HOURS IN READER SERVICES

	Number of Agencies Reporting Volunteers	Total Estimated Annual Hours
1. Reading to or assisting patrons:		
a. In patron's home	30	10,802
b. In the library or over the telephone	31	564
2. Transporting patrons to and from the library	32	300
3. Delivering machines to patrons	32	8,646
4. Delivering books to patrons	32	4,616
5. Reading guidance:*		
a. In patrons home	32	164
b. In the library or over the telephone	31	739

*Activities involving the choice of book titles for readers.

Outreach

Only 9.7 percent of the network agencies responded that they used volunteers either in identifying new users or conducting public relations activities. While it was noted during interviews that many volunteers accomplish these two tasks, it is apparent that this is not seen as a formal role for volunteers in many of the agencies' programs. Ten of the fifteen responding agencies that indicated volunteer hours in this category are regionals and seven of the fifteen are in the West.

The total contributed hours divided among the two activities in the outreach category are as follows:

TABLE 17: NUMBER OF AGENCIES AND TOTAL ESTIMATED ANNUAL VOLUNTEER HOURS IN OUTREACH

	Number of Agencies Responding	Total Estimated Annual Hours
1. Speeches to community groups: public relations for library	12	1,289
2. Activities to identify or register new readers outside library	7	1,548

Administration

Approximately 12.6 percent of the agencies indicated that volunteers perform administrative functions. While this percentage is higher than that of the outreach category, it must be noted that some agencies deal either exclusively or in part with volunteer organizations whose managers are volunteers.

The distribution of the contributed volunteer hours among tasks tends to reflect the incidence of this arrangement:

TABLE 18: NUMBER OF AGENCIES AND TOTAL ESTIMATED ANNUAL VOLUNTEER HOURS IN ADMINISTRATION

	Number of Agencies Responding	Total Estimated Annual Hours
1. Recruiting other Volunteers	6	682
2. Orientation and/or training volunteers	7	750
3. Coordination, scheduling or supervision of volunteers	7	3,726
4. Advisory tasks	12	2,348
5. Other tasks not listed	4	1,150

Use of Volunteers at NLS

The use of volunteers at NLS is restricted by its enabling legislation which limits the use of volunteers to the use of readers for individuals, for occasional "interns" who are students usually working on projects which also provide a service to NLS for transcribers and for repair (see Public Law 95-454, section 301 of Title V). The music section does utilize an outside volunteer group to cut and paste reproduced lists of sheet music. The estimated overall contribution of volunteers at NLS is as follows:

Individual Services:	3,545 hours
Volunteers in Prisons:	176,800 hours
Other Services:	10,922 hours

This amounts to approximately $1,106,286 total value. Costs associated with volunteer use at NLS were estimated to be approximately $87,400. Each of the sections of NLS which utilize "interns" were found to exhibit about a dollar for dollar investment in staff time versus contribution in volunteer time. Considering both the special nature of the work involved and the benefits which accrue to the interns, the approach is a useful one and has some potential to be expanded (see the Executive Summary for recommendations). The individual service providers require little supervision or training and therefore exhibit a tremendous benefit to cost ratio. Little more can be said about these volunteers except that their services are practically indispensable to many NLS operations.

3.2: Costs in Support of Volunteer Programs

Data concerning two basic components of costs were collected for each major category of volunteer use - estimated staff costs as a percentage of salary devoted to supervision and training, and direct costs such as insurance, transportation, etc.

In the initial tabulations it was discovered that the overall total costs for some of the major volunteer categories exceeded the estimated value of the total hours reported. The anomaly was a product of two factors: first, the number of respondents who were able to indicate percentage, of, and staff salary relating to, volunteer use exceeded the number of respondents who were able to provide an estimate of donated volunteer hours. Secondly, there are several cases included in the data set in which volunteer programs have just begun or have not been able to report on a full year of volunteer efforts.

Subsequent tabulations, including those in Appendices 4.7 and 4.8 are based upon only those cases for which data are not missing (as long as there is some response it is not missing) in terms of estimates of volunteer contributed time. This adjustment was necessary in order to make valid comparisons among categories of volunteer use as well as among regions, types of agencies and agencies that serve various populations. This approach, in the author's opinion, will still underestimate the volunteer contributions vis a vis cost across every category. However, it allows for a consistent analysis without making assumptions beyond the parameters of the data.

Costs of Volunteers in Production

The overall estimated annual costs involved in volunteer production of materials network-wide as reported is $360,232. As can be seen in Appendix 4.7 the costs vary greatly across type of agency, region and reader populations. Total direct costs network-wide were $85,422 and approximately $115,420 were committed in staff salary to training and $159,390 in staff salary were committed to supervision of volunteers in production.

Costs of Volunteers in Repair

The overall costs reported for repair cannot be analyzed separately for independent repair and Telephone Pioneer repair as both were included in the responses on costs. The total costs for repair network-wide were $56,921 for agencies which reported independent repair volunteers (in some cases addition to Telephone Pioneers) and $364,423 for all other agencies for a total of $421,344. Although total and average costs have been presented in Appendices 4.7 and 4.8, these do not include Telephone Pioneer hours in the net value columns and should be used with caution. Comparisons among the cost figures are nonetheless valid.

Generalizing from the data regarding agencies that reported having independent volunteers in repair, about 10 percent of the total cost of volunteers in repair is direct - insurance, materials, etc. - with the bulk of the remaining cost in staff salary, 90 percent, being committed to supervision. It is not known, but is highly likely that these proportions are representative of the network-wide costs associated with support of volunteers in repair in general.

Costs of Volunteers in Circulation

Total cost as reported by agencies network-wide regarding volunteers in circulation and maintenance is $95,582. These costs vary across regions with the northern region accounting for the least - about 11 percent of the total, and the south accounting for the most (39%). The estimated cost of training network-wide is $22,189; and for supervision is about $66,568.

Costs of Volunteers in Reader Services

Total costs in providing volunteer reader services network-wide was estimated to be $15,705. This is almost exclusively accounted for by regionals and subregionals and heavily weighted in the western region. The total cost for training and for supervision was estimated to be

$15,541, of which approximately half was committed to staff time in training and half to staff time in supervision. Total direct costs were reported to be only $165 network-wide.

Costs of Volunteers in Outreach

The total estimated annual costs reported in support of volunteers in outreach are $12,377. Again the costs are largely accounted for by the western region (85%) which seems to reflect the influence of the Braille Institute of America. $4,450, or about 66 percent of all staff salary related costs were estimated devoted to staff time in supervision and $2,341 for staff time in training, with $5,586 going into direct costs.

Costs in Administration

Total estimated costs were reported as $40,963 with about $8,369 devoted to training; $25,109 to supervision and $7,486 to direct costs. Again the west accounts for a large portion of the costs with the Braille Institute of America heavily influencing the figures in Appendix 4.7.

The following chart gives a brief breakdown of and average percents of salaries in supervision and training as reported for each of the major categories of volunteer use.

TABLE 19: AVERAGE PERCENT OF SALARY REPORTED FOR TRAINING AND SUPERVISION OF VOLUNTEER BY CATEGORY OF VOLUNTEER USE

	Average % of Salary - Training	Average % of Salary - Supervision
Production	11%	13%
Repair	4	12
Circulation	3	9
Reader Services	2	2
Outreach	2	1
Administration	2	6

While these estimated average percentages of salary appear to be low (and may be underestimated by respondents for reasons discussed in previous chapters, the following chart gives a breakdown of salary and direct cost as a percentage of total cost for each major category.

The volunteer category with the highest proportion of cost for training is reader services with production the next highest. Reader services also has the least proportion of direct cost.

TABLE 20: ESTIMATED COSTS OF VOLUNTEER CATEGORIES

	Estimated Annual Total Cost	Estimated Annual Cost - Training	% of Total	Estimated Annual Cost-Supervision	% of Total	Estimated Annual Cost - Direct	% of Total
Production	$360,232	$115,420	32%	$159,390	44%	$85,422	24%
Repair*	421,344	N/A	N/A	379,210	90	42,134	10
Circulation	95,572	22,109	23	66,588	70	6,875	7
Reader Services	15,705	7,770	49	7,770	49	165	1
Outreach	12,377	2,341	19	4,450	36	5,586	45
Administration	40,903	8,309	20	25,109	61	7,485	18

*Estimated based on partial data.

3.3: Volunteer Use and ALA Standards

A series of questions dealing with the recruitment, training and supervision of volunteers was included in the mail survey. Most of these questions were developed based on early drafts of the current ALA standards for the use of volunteers in network agencies. Since the questions are based on early drafts of the standards which were revised in final form, some of the questions deal with aspects not included in current standards. The chart on the following three pages identifies the response to the survey questions and also identifies relevent standards where applicable. It should be noted that the percentages identified in the table are based on N = 127, i.e., the number of agencies that utilize volunteers. The network centers' responses tend to indicate only a moderate number of agencies are meeting the ALA standards regarding the use of volunteers. There tend not to be wide gaps among agencies of different types, regions or reader size in terms of their responses concerning standards.

The analysis of standards can be presented from various perspectives-each useful in describing an overall view of the network agencies relative to the standards. The frequencies of response to each question are broken down by agency type, region and reader size group in Appendix 4.10. For that reason, the analysis presented here is in terms of a brief summary of each standard or question asked of the respondent. Where significant variations occur by the size of readership of the agencies, the type of agency and/or the region in which the agency is located, specific observations are noted.

The Use of Volunteer Groups

Among those agencies that currently use volunteers in some capacity the use of groups or organizations is fairly high - 60 percent indicated "yes" to the use of groups; 24 percent indicated use of groups for "some aspects" only. Even allowing for multiple responses to this item, the use of volunteer groups appears to be widespread. The indicated use of volunteer groups differs somewhat among categories of numbers of readers in agencies that use volunteers (from 52.4 percent of those responding agencies with readers between 501-1,000 indicating "yes" to 71.4 percent among those responding agencies serving over 15,000 readers). A similar variation in use is evident among types of agencies, with those of larger scope being slightly more inclined to utilize groups.

Written Description of Volunteer Program

Among network agencies that currently use volunteers only 14.5 percent indicated that a written description of the volunteer program exists. Little variation in response is noted among regions, or reader size. Among the machine lending agencies, and multistate centers, however, 25-30 percent indicate that a written description exists.

Paid staff person designated as volunteer coordinator

Approximately 42.1 percent of the agencies that utilize volunteers indicated "yes", that a paid staff person was designated to coordinate volunteer activities. This comprises about one third of all network agencies. 55.6 percent of the agencies that have volunteers do not have a designated paid staff person as coordinator. "Yes" responses were most prevalent among the machine lending, regional and multistate centers (around 50 percent for each).

Full-time Coordinator

Among the agencies that have a designated paid staff person as coordinator, 36.2 percent indicated that the coordinator devoted full-time to working with the volunteer program. No subregionals indicated having a paid coordinator who devotes full-time to working with volunteers.

Volunteers Budget

Approximately 17.2 percent of the network agencies that currently have volunteers indicated that they have a separate budget for the volunteer program. 81 percent indicated they did not have a separate budget.

Assigned Work Area for Volunteer Coordinator

Approximately 98.3 percent of the network agencies that currently have volunteers indicated that an office or a work area had been assigned to the coordinator.

Assigned Support Person for Volunteer Coordinator

Approximately 58.6 percent of the network agencies that currently have volunteers indicated that the volunteer coordinator has someone assigned to assist with office work and correspondence.

TABLE 21: * ALA STANDARDS - RESPONSES OF NETWORK AGENCIES THAT UTILIZE VOLUNTEERS

Paragraph of Applicable Standard		YES		NO		FOR SOME ASPECTS ONLY	
		No. of Agencies	%	No. of Agencies	%	No. of Agencies	%
4.1.4.1(1)	o Do you utilize the services of volunteer organizations or groups?	75	60.0	20	16.0	30	24.0
N/A	o Is there a clear, written description of your volunteer program? (If yes, enclose a copy.)	18	14.5	89	71.8	17	13.7
4.1.4.2(3)	o Do you have one paid staff person assigned as a coordinator of volunteers to plan and carry out your program?	53	42.1	70	55.6	3	2.4
N/A	o Does the paid coordinator devote full-time to working with the volunteer program?	21	36.2	37	63.8	N/A	-
N/A	o Does the coordinator have a separate budget for the volunteer program?	10	17.2	47	81.0	1	1.7
N/A	o Does the coordinator have an office or other assigned work area with a desk and file?	57	98.3	1	1.7	N/A	-
N/A	o Does the coordinator have someone assigned to assist with office work and correspondence?	34	58.6	19	32.8	5	8.6
4.1.4.1	o Is there a well-defined procedure for interviewing, selecting, and placing new volunteers? (If yes, enclose a copy of any written materials.)	35	30.7	60	52.6	19	16.7
4.1.4.2(1)	o Are there written job descriptions for volunteers? (If yes, enclose a copy of any written materials.)	29	25.7	72	63.7	12	10.6
4.1.4.2	o Is there an organization chart showing volunteer placement in your organization? (If yes, enclose a copy.)	10	8.8	103	91.2	N/A	-
4.1.4.2(3)	o Do you have a formal program for orientation of new volunteers?	29	25.2	79	68.7	7	6.1
4.1.4.2	o Do you schedule training meetings or workshops for volunteers prior to starting new duties?	45	39.5	54	47.4	15	13.2

* The relevant standards are included in Appendix 4.12.

ALA STANDARDS - RESPONSES OF NETWORK (Continued)

Paragraph of Applicable Standard			YES No. of Agencies	YES %	NO No. of Agencies	NO %	FOR SOME ASPECTS ONLY No. of Agencies	FOR SOME ASPECTS ONLY %
4.1.4.2	o	Do you have a system for recording the time volunteers spend at work?						
		a. For volunteer groups?	33	30.0	70	63.6	7	6.4
		b. For volunteers working in-house?	57	51.8	49	44.5	4	3.6
4.1.4.2	o	Do you have a procedure for regular review of volunteer work assignments?	28	25.0	70	62.5	14	12.5
4.1.4.2	o	Do you have a formal procedure for evaluating the performance of each volunteer, recording the results, and discussing ratings with volunteers?	18	16.1	85	75.9	9	8.0
4.1.4.3	o	Do you have a standard procedure for annual public recognition of sustained or superior performance by volunteers?	56	50.0	45	40.2	11	9.8
N/A	o	Are volunteers regularly included in the special events (such as parties) for your staff?	45	40.9	50	45.5	15	13.6
4.1.4(1)	o	Was the head of your network library involved in determining the use of volunteers?	79	71.8	28	25.0	3	2.0
4.1.4(2)	o	Is the staff made aware of the volunteer's role in achieving library objectives before volunteers are utilized?	82	76.6	15	14.0	10	9.0
4.1.4(3)	o	Have volunteers been used to replace any paid staff in the last year?	10	8.8	101	88.0	3	2.6
4.1.4.1(4)	o	Do you release volunteers who are not effective?	75	68.8	24	22.0	10	9.2
4.1.4.2(2)	o	Are volunteers trained and supervised by the staff person most closely associated with the job assigned to the volunteer?	82	74.5	15	13.6	13	12.0
4.1.4.2(2)	o	Are work standards the same for volunteers as for paid staff?	65	60.2	29	27.0	14	13.0
4.1.4.2(2)	o	Do you have volunteers who transcribe braille?	39	34.8	71	63.0	2	1.0

ALA STANDARDS - RESPONSES OF NETWORK (Continued)

Paragraph of Applicable Standard			YES No. of Agencies	YES %	NO No. of Agencies	NO %	FOR SOME ASPECTS ONLY No. of Agencies	FOR SOME ASPECTS ONLY %
4.1.4.2(2)	o	Are all these volunteers certified by NLS?	27	62.0	15	34.0	1	2.0
4.1.4.2(2)	o	Do you have volunteers who proof braille?	15	14.0	91	85.0	1	1.0
4.1.4.2(4)	o	Are all these proofreaders certified by NLS?	8	34.0	15	65.0	N/A	-
N/A	o	Do you have volunteer narrators?	76	69.7	32	29.0	1	1.0
N/A	o	Do you audition and certify narrators?	54	74.0	15	20.0	4	5.0
N/A	o	Is all volunteer work in your library performed by organized volunteer groups?	24	21.0	82	73.0	6	5.0

A Well Defined Procedure for Interviewing, Selecting and Placing New Volunteers

About one third, 30.7 percent of the network agencies that utilize volunteers indicated "yes". About 17 percent indicated that for "some aspects" such a procedure existed. There was little variation regionally. Among the subregionals with volunteers only 13.6 percent indicated "yes".

Written Job Descriptions for Volunteers

Approximately 25.7 percent of the network agencies that utilize volunteers indicated "yes", that written job descriptions existed. 63.7 percent indicated "no".

An Organization Chart Showing Volunteer Placement

Approximately 91.2 percent of the network agencies that utilize volunteers indicated "no". Little variation can be discerned among type, reader size, or region.

Formal Program for Orientation of Volunteers

About 25 percent of the network agencies utilizing volunteers indicated "yes", that a formal orientation program for volunteers existed.

Scheduled Training Meetings or Workshops for Volunteers Prior to Work

About 40 percent of the responding agencies indicated "yes". Little variation is noted among type, region, or reader size.

System for Recording Time of Volunteer Groups

Only 30 percent of the responding agencies indicated "yes"; 63.6 percent indicated "no".

System for Recording Time of Volunteer Groups Working In-house

Approximately 51.8 percent indicated "yes"; 44.5 percent indicated "no". A greater percentage of regionals tended to respond positively with 69 percent indicating "yes".

Procedure for Review of Volunteer Work Assignments

Only 25 percent of responding agencies indicated "yes". 62.5 percent indicated "no". Again the distribution of "yes" responses increases gradually with larger reader categories and type.

Formal Procedure for Evaluating the Performance of Each Volunteers

Approximately 75.9 percent of the responding agencies indicated "no". 91.5 percent of the responding subregionals indicated "no". 16.1 percent of responding agencies indicated "yes".

Standard Procedure for Public Recognition of Volunteer Performance

Approximately 50 percent of the responding agencies indicated "yes", with 9.8 percent indicating for "some aspects". Very little variation is noted among type, region, or reader size. 40.2 percent of responding agencies indicated "no".

Volunteers Included in Special Events

About 40 percent of the responding agencies indicated "yes"; however, 45 percent indicated "no".

Head of the Network Library Involved in Determining the Use of Volunteers

Approximately 71.8 percent of the responding agencies indicated "yes"; 25.5 percent indicated "no".

Staff Made Aware of the Volunteer's Role in Achieving the Library's Objectives

Approximately 76.6 percent of the network agencies indicated "yes"; with only 14 percent indicating "no".

Volunteers Replacing Paid Staff

While 88.6 percent of the responding agencies indicated "no", 8.8 percent of the responding agencies indicated "yes" - that volunteers had replaced paid staff in the last year. These involved 10 agencies - 6 subregionals and 4 regionals.

Ineffective Volunteers Released

Approximately 68.8 percent of the responding agencies indicated "yes"; with 22 percent indicated "no". Variation among type, region, and reader size is minimal.

Volunteers Trained and Supervised by Staff Closely Associated with the Job Assigned to Volunteer

Approximately 74.5 percent of the responding agencies indicated "yes" with 11.8 percent indicating for "some aspects". 84 percent of the responding subregionals indicated "yes".

Same Work Standards for Volunteers and Paid Staff

Approximately 60.2 percent of the responding agencies indicated "yes". 26.9 percent indicated "no".

Braille Transcribers Certified by NLS

Approximately 62.8 percent of the responding agencies indicated "yes"; however, 34.9 percent indicated "no". Of the 15 agencies indicating "no", 11 are subregionals, 4 are regionals. 21.4 percent of the responding network agencies indicated that they use volunteer groups exclusively.

3.4: Alternatives to Volunteer Use

It must be noted that the analyses that follow will be based largely upon comparisons among estimated costs versus estimated values as reported; and to some extent upon information gathered in telephone interviews. This is necessary since hard data on replacement costs were almost completely unobtainable. Very few agencies responded positively to the question which asked for any contractual or other cost basis for estimating the value of volunteer time contributed. In fact, only four agencies provided information regarding this item; one itemized contractual costs for narrators at $8.00 per hour, two listed the Federal minimum hourly wage rate ($3.10), and another listed the CETA hourly wage rate for their locality. Therefore, the "best estimate" hourly rates noted in the previous chapter were used to compute estimated value.

Comparison of the ratios of total cost to total gross value for the major volunteer categories identified suggests that the category with the highest ratio of value to cost is the area of reader services:

TABLE 22: ESTIMATED TOTAL ANNUAL COST AND VALUE OF VOLUNTEER PROGRAMS BY CATEGORY OF VOLUNTEER USE

	Estimated Annual Total Cost	Estimated Annual Total Value	Ratio
Production	$360,230	$1,871,592	1:5.19
Repair	121,408	447,669	1:3.69
Circulation	95,583	357,500	1:3.74
Reader Services	15,706	92,949	1:5.92
Outreach	12,377	15,830	1:1.28
Administration	40,965	48,300	1:1.18

The cost/value ratios between repair and circulation are very close and there is a sharp delineation between the first four areas and the last two - outreach and administration.

Each of these major areas, with the exception of repair, for which relevant data only exists on a network-wide basis, is examined on a comparative cost/value basis for various categories of readership and agency type. Total costs and estimated values are provided on a network-wide basis and, where appropriate, average costs and estimated values for libraries are also provided.

Production

The overall ratios by reader size category seem to indicate that the maximum return on investment of staff resources in the area of production is within the smallest category of reader size. However, the total gross value figure for this reader size is artificially inflated by virtue of the inclusion of machine lending agencies in this category of size of readership.

TABLE 23: ESTIMATED TOTAL ANNUAL COST AND VALUE OF VOLUNTEER PROGRAMS IN PRODUCTION BY READER SIZE

	Estimated Annual Total Cost	Estimated Annual Total Value	Ratio
0 - 500	$ 21,057	$192,124	1:9.1
501 - 1,000	15,732	28,115	1:1.79
1,001 - 5,000	138,913	630,279	1:4.54
5,001 - 10,000	307,709	79,552	1:3.87
10,000 +	104,978	713,363	1:6.80

This artifact is significant in light of the amount contributed by multistate centers (see below).

TABLE 24: ESTIMATED TOTAL ANNUAL COST AND VALUE OF VOLUNTEER PROGRAMS IN PRODUCTION BY TYPE OF AGENCY

	Estimated Annual Total Cost	Estimated Annual Total Value	Ratios
Subregional	$ 51,341	$ 154,771	1:3.01
Regional	298,776	1,542,119	1:5.16
Machine Lending	10,115	174,700	1:17.27
Multistate Center	N/A	N/A	

If the machine lending agency contribution is dropped for this category, the figures would be as follows:

	Estimated Total Cost	Estimated Total Value	Ratio
0 - 500	$17,424	$10,942	1:0.63

Taking this ratio into consideration, the data tend to indicate that the larger centers tend to maximize the output of volunteers in production. These figures represent wide variation in the way agencies utilize volunteers in production. While some produce all tapes inhouse and only utilize staff more extensively in monitoring scheduling, etc., others rely on taping by volunteers in the home. It appears that network-wide, the larger centers are best able to maximize the balance between staff resources and volunteer contribution. This capability is most likely enhanced by the larger centers' ability to commit a necessary amount of staff time and resources to manage volunteers in production. A comparison of the average percent of staff salary devoted to training and supervision of volunteers for each of the types of agencies tends to bear this out.

TABLE 25: ESTIMATED AVERAGE PERCENT OF STAFF SALARY COMMITTED TO TRAINING AND SUPERVISION OF VOLUNTEERS BY TYPE OF AGENCY

	Estimated Average % of Staff Salary* Committed to Training Volunteers	Estimated Average % of Staff Salary* Committed to Supervising Volunteers
Subregional	6%	4%
Regional	21%	20%
Machine Lending	50%	13%
Multistate Center	N/A	N/A

* Staff who are involved in managing volunteers as opposed to the entire agency staff.

Utilizing the ratios between average cost and average net value for the volunteer production of materials (see Appendix 4.8 except for the 0-500 category which is based on the preceeding breakdown) for various categories of reader sizes, the estimated average cost of volunteers in production exceeds the estimated average net value for the two smallest categories.

TABLE 26: ESTIMATED AVERAGE ANNUAL COST AND NET VALUE OF VOLUNTEER PROGRAMS IN PRODUCTION BY READER SIZE

Reader Size	Estimated Annual Average Cost	Estimated Annual Average Net Value	Ratio
0 - 500	$ 5,808	$ 3,647	1:0.63
501 - 1,000	1,311	1,031	1:0.79
1,001 - 5,000	4,790	16,943	1:3.54
5,001 - 10,000	8,839	21,931	1:2.48
10,000 +	13,122	66,140	1:5.04

While this may indicate that for a few of the smaller centers the use of volunteers in production may be effective, on the average the data suggest that the smaller centers might be advised to consider investing resources directly into produced materials (assuming a narrators cost per hour of $8 - the only figure obtained in the survey for cost - a library in the 0-500 category could purchase roughly 726 hours of narration on the average annually, given the $5,808 average expenditure reported).

In addition, the data collected during the interviews indicated that while volunteers in producion are rated by the highest number of interview repondents as "the most effective category of volunteer use" it is also rated very high in terms of "most problems" and "difficult to initiate" (see Appendix 4.10) suggesting that the burden of setting up volunteers in production in smaller agencies may far exceed the ultimate results.

Repair

Little useful data exists with respect to differences in volunteer use for repair in terms of regional, agency type or reader size differences.

The contribution is obviously outstanding and in this study probably undervalued. The repair volunteers perform an indispensable work and utilizing the Telephone Pioneers undoubtedly works to the economic advantage of network agencies. Over 18 percent of the respondents in the interview indicated repair volunteers were the most effective category. In terms of problems, about 11 percent indicated a lack of skilled repair volunteers and/or Telephone Pioneers in their area.

Circulation and Maintenance of the Collection

The overall ratios of estimated total cost versus estimated total gross value of the volunteer contribution in the area of circulation are presented below by reader size category.

TABLE 27: ESTIMATED TOTAL ANNUAL COST AND VALUE OF VOLUNTEER PROGRAMS BY READER SIZE

Reader Size	Estimated Annual Total Cost	Estimated Total Annual Value	Ratios
0 - 500	$13,877	$ 27,619	1:1.99
501 - 1,000	20,258	26,238	1:1.29
1,001 - 5,000	27,665	51,082	1:1.85
5,001 - 10,000	24,752	77,030	1:3.11
10,000 +	9,029	175,530	1:19.44

The last category involves six agencies but accounts for 49 percent of the total value of volunteer time contributed. Again this suggests an economy of scale in which once a given level of resources for managing is committed, the value of the volunteer contribution can be increased at a rate which exceeds the rate of investment in staff and other resources.

Examination of the ratios of the estimated average annual cost and net value for the same breakdown of reader size underscores this apparent economy of scale.

TABLE 28: ESTIMATED AVERAGE ANNUAL COST AND NET VALUE OF VOLUNTEER PROGRAMS IN CIRCULATION AND MAINTENANCE BY READER SIZE

Reader Size	Estimated Annual Average Cost	Estimated Annual Average Net Value	Ratios
0 - 500	$ 1,734	$ 1,718	1:0.99
501 - 1,000	2,025	598	1:0.30
1,001 - 5,000	1,257	871	1:0.69
5,001 - 10,000	2,250	4,169	1:1.85
10,000 +	1,805	27,450	1:15.21

It suggests that, given the assumptions of the study regarding the hourly value of volunteer hours, volunteers in the area of circulation become a most valuable resource in agencies serving over 5,001 readers. The ratios of total cost and value for agency type tend to reinforce this observation.

TABLE 29: ESTIMATED TOTAL ANNUAL COST AND VALUE OF VOLUNTEER PROGRAMS IN CIRCULATION AND MAINTENANCE BY TYPE OF AGENCY

Type of Agency	Estimated Annual Total Cost	Estimated Annual Total Value	Ratios
Subregional	$39,579	$ 73,164	1:1.86
Regional	51,749	278,034	1:5.37
Machine Lending	4,254	6,301	1:1.48
Multistate Center	N/A	N/A	

While the $116 return may be inflated (this only represents two cases and it is possible that the cost side has been underestimated or not estimated in part in one or both cases), the data tend to reflect the previous pattern.

The interviews stressed the usefulness of volunteers in this category. Particularly the tasks of machine and cassette inspection were noted as amenable to volunteer use.

Reader Services

The category of reader services exhibited high ratios of value versus cost. The breakdown of totals for each reader size category is given below.

TABLE 30: ESTIMATED TOTAL ANNUAL COST AND VALUE OF VOLUNTEER PROGRAMS IN READER SERVICES BY READER SIZE

Reader Size	Estimated Annual Total Cost	Estimated Annual Total Value	Ratios
0 - 500	$ 2,777	$16,007	1:5.76
501 - 1,000	5,439	47,534	1:8.74
1,001 - 5,000	3,138	7,780	1:2.48
5,001 - 10,000	291	12,128	1:41.67
10,000 +	4,058	9,497	1:2.34

The reported data on this category of volunteer use tends to indicate a more universally effective result in maximizing the return on the investment of staff time and direct costs. This may be partially true due to the involvement of volunteer groups or organizations that operate very independently and require little staff management. The breakdown on the estimated average annual cost and average net value supports the earlier observation on total costs and values.

TABLE 31: ESTIMATED AVERAGE ANNUAL COST AND NET VALUE OF VOLUNTEER PROGRAMS IN READER SERVICES BY READER SIZE

	Estimated Annual Average Cost	Estimated Annual Average Net Value	Ratios
0 - 500	$ 555	$2,112	1:3.81
501 - 1,000	1,359	5,431	1:3.99
1,001 - 5,000	313	465	1:1.49
5,001 - 10,000	97	3,945	1:40.67
10,000 +	4,058	5,439	1:1.34

The reader services category was rated by about 8 percent of the interview respondents as having the most impact on public relations and was rated as "the most effective" category by about 6 percent. The comparison of total costs and gross values by agency type follows.

TABLE 32: ESTIMATED TOTAL ANNUAL COST AND VALUE OF VOLUNTEER PROGRAMS IN READER SERVICES BY TYPE OF AGENCY

	Estimated Annual Total Cost	Estimated Annual Total Value	Ratios
Subregional	$ 4,024	$ 21,909	1:5.44
Regional	4,335	59,737	1:13.78
Machine Lending	7,346	11,301	1:1.54
Multistate Center	N/A	N/A	

Outreach

Perhaps because it is not widely seen as a volunteer activity, only 15 agencies reported hours and costs relating to outreach services. Costs are presented in terms of reader size categories below.

TABLE 33: ESTIMATED TOTAL ANNUAL COST AND VALUE OF VOLUNTEER PROGRAMS IN OUTREACH BY READER SIZE

	Estimated Annual Total Cost	Estimated Annual Total Value	Ratios
0 - 500	$ 257	$5,077	1:19.75
501 - 1,000	0	613	-
1,001 - 5,000	3,461	1,445	1:0.42
5,001 - 10,000	8,657	8,693	1:1.01
10,000 +	N/A	N/A	

While the ratio looks substantial for the low reader population category, it consists of only two cases. The data are really too scarce to make meaningful comparisons.

While outreach was not rated highly as the "most effective" category, it was often mentioned in interviews as a category that is amenable to volunteer use since it can involve them in a very ad hoc way - through one time speeches or visits - without excessive planning or management on the part of staff. This category was rated highly in terms of public relations impact as well.

Administration

Like outreach there were relatively few respondents who identified both hours and costs associated with administration (21 agencies responded). Also like outreach, administration seems to be an area of very sporadic and limited participation of volunteers - many through participation on advisory panels. The breakdown of total costs versus total contributed value by reader size category follows.

TABLE 34: ESTIMATED TOTAL ANNUAL COST AND VALUE OF VOLUNTEER PROGRAMS IN ADMINISTRATION BY READER SIZE

	Estimated Annual Total Cost	Estimated Annual Total Value	Ratios
0 - 500	$ 991	$ 2,622	1:2.64
501 - 1,000	367	474	1:1.29
1,001 - 5,000	6,130	15,272	1:2.49
5,001 - 10,000	25,718	23,011	1:0.89
10,000 +	269	6,919	1:25.72

3.5: Recommendations

The recommendations in the Executive Summary are based on the data collected and analyzed, the experiences of the staff during onsite observation, the interviews with network agency and NLS staff, and on the professional judgement of the evaluators. Many of the recommendations are based on several assumptions. The first is that the findings indicate the existence of an untapped reservoir of assistance which is not utilized. A second assumption is that there is a tremendous imbalance between need versus resources for library services for blind and physically handicapped persons and that this need will increase in the future.

The recommendations have also been influenced by much of the contextual data collected during the course of the study. In particular, responses concerning the growth of volunteer programs, NLS's role in support of volunteer programs and key aspects in managing volunteer programs received large consideration. These responses are worth a brief summary.

Question 2 of the mail survey clearly indicates the future growth of volunteer use. The relative frequencies of response to the mail survey questions, "Do you plan to develop any new (volunteer) program(s) of service (a) next year or (b) sometime later in the future" are presented below:

		Absolute Frequency	Relative Frequency
(a)	next year		
	• yes	64	36.6%
	• no	102	58.3
	• no response	9	5.1
(b)	sometime later in the future		
	• yes	92	52.6
	• no	66	37.7
	• no response	17	9.7

These data are supported by the interview responses to question 5A which asked: "In thinking of future direction, what changes do you envision occurring to your volunteer program in the next 3-5 years?" The responses were as follows:

	Absolute Frequency N=221	Relative Frequency
• remain the same	23	10.4%
• growth of current uses	97	43.9
• growth of new uses	36	16.3
• decline	1	.5
• hiring a volunteer coordinator	12	5.4
• no response	52	23.5

In terms of the areas of new volunteer use which will be developed (question 2a of the mail survey), the relative frequencies of yes responses are given by category:

	Yes Absolute Frequency	Relative Frequency
• production	73	41.7%
• repair	52	29.7
• circulation	47	26.9
• reader service	40	22.9
• outreach	53	30.0
• administration	22	12.6

Question 5B of the interview instrument asked, "What are your suggestions for how NLS can improve volunteer programs throughout the network?" The frequency of responses were as follows:

	Absolute Frequency N=221	Relative Frequency
• publish guidelines for volunteer use	9	4%
• set up workshops/do onsite consulting for all aspects of volunteer use	33	15
• provide an orientation for volunteer coordinators	11	5%
• develop a manual	23	10
• provide national recognition of volunteers	12	5
• provide public relations to staff volunteers	16	7
• no response	135	61

Question 5C of the interview instrument asked, "In what ways do you feel it's more beneficial to use volunteers as opposed to paid staff and in what ways do you feel it is not?" While the interviewers were instructed to probe to identify specific categories and tasks the response most often received was that the answer depends ultimately on (1) the volunteer skills and (2) the way the volunteers are managed (roughly 65% of the responses).

Question 6 of the interview instrument was designed for agencies that currently have only Telephone Pioneers to identify whether they had volunteers in the past. 11 responded to the question indicating the following previous uses of volunteers:

	Responses
• recruiting other volunteers	3
• orienting other volunteers	1
• coordinating volunteers	4
• performing advisory tasks	3

To question 7, which probes why these volunteer activities were terminated, the responses were:

	Responses
• the volunteers could not do the work	4
• lack of interest by volunteer	3
• lack of staff time to devote to volunteers	3

The Effective Use of Volunteers in the NLS Network

The nature of this evaluation was primarily descriptive--to describe and document the uses of volunteers. The widespread use of volunteers in the NLS network and their overwhelming contribution both in terms of time and estimated dollar value is laudable.

Summarizing the "most effective" uses of volunteers based on the findings in the study is not a simple matter of cataloging volunteer tasks with types of agencies. In fact, the study indicates that where there is sufficient committment of paid staff resources to training and managing volunteers, almost any type of volunteer use may be extremely effective. The exception may be in the area of production where, in the smaller agencies, the costs of managing volunteers may outweigh the ultimate value of the materials produced. The choice of the smaller agencies to invest staff resources in this volunteer area should be carefully considered.

Some other patterns of varying effectiveness are summarized below.

- Production. The most effective use of volunteers in production tends to occur in the largest libraries. The high investment in training and supervision and the higher incidence of problems in starting and continuing a program of volunteers in production require a substantial ongoing commitment of resources which can pose serious obstacles for smaller agencies. The use of "regional" centers for volunteer production (which respond to local needs) would appear to be a way of promoting cost-effective volunteer production.
- Repair. From the data available, the use of volunteers in repair is highly cost-effective at all levels. The repair volunteers have high public relations value and the major problem associated with the repair category was the lack of skilled persons.
- Circulation and maintenance. While this category might seem amenable to volunteer use at all levels, the value/cost ratios for volunteers in this category indicate a marginal net benefit in many libraries serving under 5,001 persons. It is a category which is ranked fairly low in terms of public impact and requires a substantial commitment to supervision. This, again, would suggest that the agencies serving over 10,001 persons can most effectively utilize volunteers in this category (although agencies in the 5,001 - 10,000 persons-served range also evidence substantial benefits vis-a-vis cost).
- Reader services. The data indicate that this category is most cost-effective for agencies serving 5,001 - 10,000 persons; however, it is consistently cost-effective for all reader-size categories. It is also ranked high in terms of public relations and low regarding problems. This suggests that it is probably a highly efficient area for volunteer use and it is probably underutilized in the NLS network.
- Outreach and administration. These two areas evidence varying value/cost ratios. The effectiveness of volunteers in these categories probably increases in agencies serving larger populations simply because these agencies may have a predetermined role for these volunteers and greater opportunity for their use. However, the ad hoc nature of volunteer use in these areas suggests that a carefully defined and limited role could be effective for agencies serving fewer readers.

Since the question of effectiveness seems to be one of adequate commitment and proper management, the recommendations in the Executive Summary are presented as recommendations to strengthen the ability of network agencies to choose volunteer or nonvolunteer alternatives and to manage volunteer programs once the commitment is made.

4

CHAPTER 4 APPENDICES

APPENDIX 4.1

Total Volunteers and Volunteer Hours By Agency Location

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AL ANNISTON				
	PRODUCTION	0	4	70
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	4	70

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AL BIRMINGHAM				
	PRODUCTION	0	1	0
	REPAIR	10	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		10	1	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AL DOTHAN				
	PRODUCTION	0	0	0
	REPAIR	9	0	0
	CIRCULATION	6	0	1750
	READER SERVICES	1	0	700
	OUTREACH	1	0	10
	ADMINISTRATION	0	0	0
TOTAL		17	M	2460

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AL HUNTSVILLE				
	PRODUCTION	0	3	105
	REPAIR	4	0	0
	CIRCULATION	0	4	409
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		4	7	514

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AL MOBILE				
	PRODUCTION	0	0	0
	REPAIR	4	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		4	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AL MONTGOMERY				
	PRODUCTION	4	126	809
	REPAIR	55	2	65
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		59	128	874

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AL TALLADEGA				
	PRODUCTION	0	16	1355
	REPAIR	4	3	0
	CIRCULATION	22	0	800
	READER SERVICES	2	0	60
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		28	19	2215

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AL TUSCALOOSA				
	PRODUCTION	0	0	0
	REPAIR	3	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		3	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AK ANCHORAGE				
	PRODUCTION	2	10	955
	REPAIR	0	0	0
	CIRCULATION	1	1	310
	READER SERVICES	0	1	2
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		3	12	1267

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AZ FLAGSTAFF				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AZ R PHOENIX				
	PRODUCTION	0	65	4300
	REPAIR	0	5	0
	CIRCULATION	0	10	1300
	READER SERVICES	2	4	3200
	OUTREACH	0	1	1000
	ADMINISTRATION	0	7	1016
TOTAL		2	92	10816

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AZ HL PHOENIX				
	PRODUCTION	0	60	4300
	REPAIR	5	1	410
	CIRCULATION	2	10	1300
	READER SERVICES	2	3	3135
	OUTREACH	0	1	900
	ADMINISTRATION	0	3	100
TOTAL		9	78	10145

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AZ PRESCOTT				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AR FAYETTEVILLE				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AR FORT SMITH				
	PRODUCTION	0	0	0
	REPAIR	1	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AR JONESBORO				
	PRODUCTION	0	0	0
	REPAIR	2	0	0
	CIRCULATION	1	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		3	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AR LITTLE ROCK				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	1	450
	READER SERVICES	0	2	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	3	450

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
AM MAGNOLIA				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
CA FRESNO				
	PRODUCTION	0	0	36
	REPAIR	1	0	0
	CIRCULATION	0	1	869
	READER SERVICES	1	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		2	1	905

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
CA LOS ANGELES				
	PRODUCTION	0	71	17816
	REPAIR	21	12	2940
	CIRCULATION	0	42	10136
	READER SERVICES	149	0	2683
	OUTREACH	0	0	0
	ADMINISTRATION	0	10	200
TOTAL		170	135	33775

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
CA SACRAMENTO				
	PRODUCTION	0	0	0
	REPAIR	75	0	150
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		75	M	150

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
CA SAN FRANCISCO				
	PRODUCTION	2	48	1680
	REPAIR	0	0	0
	CIRCULATION	0	3	400
	READER SERVICES	0	1	52
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		2	52	2132

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
CO DENVER				
	PRODUCTION	3	70	3381
	REPAIR	17	0	0
	CIRCULATION	3	10	715
	READER SERVICES	0	0	0
	OUTREACH	0	4	208
	ADMINISTRATION	21	12	518
TOTAL		44	96	4822

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
CT HARTFORD				
	PRODUCTION	0	0	0
	REPAIR	1	9	40
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	9	40

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
DE DOVER				
	PRODUCTION	0	0	500
	REPAIR	1	11	600
	CIRCULATION	6	0	600
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	1	100
TOTAL		7	12	1800

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
DC WASHINGTON				
	PRODUCTION	53	0	1984
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOT		53	M	1984

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
FL BRADENTON				
	PRODUCTION	0	0	0
	REPAIR	2	0	0
	CIRCULATION	0	2	100
	READER SERVICES	0	10	200
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		2	12	300

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
FL DAYTONA BEACH				
	PRODUCTION	500	20	29080
	REPAIR	89	0	820
	CIRCULATION	40	0	6803
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		629	20	36703

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
FL HOLLYWOOD				
	PRODUCTION	5	3	2230
	REPAIR	10	0	0
	CIRCULATION	0	0	0
	READER SERVICES	12	2	130
	OUTREACH	0	0	0
	ADMINISTRATION	1	1	104
TOTAL		28	6	2464

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
FL JACKSONVILLE				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
FL MIAMI				
	PRODUCTION	0	0	0
	REPAIR	5	0	0
	CIRCULATION	0	0	0
	READER SERVICES	5	0	798
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		10	M	798

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
FL ORLANDO				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL :		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
FL TAMPA				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
FL W PALM BEACH				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GA ALBANY				
	PRODUCTION	0	0	0
	REPAIR	1	0	0
	CIRCULATION	0	2	16
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	2	16

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GA ATHENS				
	PRODUCTION	0	9	1826
	REPAIR	4	0	0
	CIRCULATION	0	6	588
	READER SERVICES	2	1	246
	OUTREACH	2	1	30
	ADMINISTRATION	0	0	0
TOTAL		8	17	2690

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GA ATLANTA				
	PRODUCTION	35	50	40550
	REPAIR	30	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		65	50	40550

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GA AUGUSTA				
	PRODUCTION	0	3	650
	REPAIR	0	0	0
	CIRCULATION	0	1	160
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	4	810

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GA BAINBRIDGE				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GA BRUNSWICK				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GA COLUMBUS				
	PRODUCTION	8	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		8	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GA DUBLIN				
	PRODUCTION	1	1	800
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	1	20
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	2	820

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GA GAINESVILLE				
	PRODUCTION	20	0	720
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		20	M	720

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GA LAFAYETTE				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GA MACON				
	PRODUCTION	0	12	3364
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		H	12	3364

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GA ROME				
	PRODUCTION	0	15	200
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	15	200

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GA SAVANNAH				
	PRODUCTION	0	8	186
	REPAIR	0	0	0
	CIRCULATION	0	5	795
	READER SERVICES	1	0	94
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	13	1075

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GA VALDOSTA				
	PRODUCTION	1	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
HI HONOLULU				
	PRODUCTION	0	15	3183
	REPAIR	10	1	150
	CIRCULATION	1	29	3003
	READER SERVICES	0	0	0
	OUTREACH	1	0	10
	ADMINISTRATION	0	0	0
TOTAL		12	45	6346

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
ID R BOISE				
	PRODUCTION	0	3	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	3	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
ID ML BOISE				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL CARTERVILLE				
	PRODUCTION	0	0	0
	REPAIR	6	6	0
	CIRCULATION	0	0	0
	READER SERVICES	3	1	20
	OUTREACH	1	1	4
	ADMINISTRATION	0	0	0
TOTAL		10	8	24

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL R CHICAGO				
	PRODUCTION	137	0	11558
	REPAIR	31	1	150
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	1	0	32
	ADMINISTRATION	13	0	325
TOTAL		182	1	12065

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL SR CHICAGO				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	6	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL COAL VALLEY				
	PRODUCTION	0	0	0
	REPAIR	1	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL DECATUR				
	PRODUCTION	0	0	0
	REPAIR	7	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		7	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL EDWARDSVILLE				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL FLORA				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL :		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL GENEVA				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL HINSDALE				
	PRODUCTION	0	0	0
	REPAIR	2	20	500
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		2	20	500

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL MONMOUTH				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL NORMAL				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL OTTAWA				
	PRODUCTION	0	0	0
	REPAIR	0	1	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	1	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL PEKIN				
	PRODUCTION	0	5	600
	REPAIR	2	1	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		2	6	600

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL QUINCY				
	PRODUCTION	0	1	0
	REPAIR	1	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	6	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	7	H

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL ROCKFORD				
	PRODUCTION	0	0	0
	REPAIR	1	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL SHOREWOOD				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IL SMITHTON				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IN COLUMBUS				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IN ELKHART				
	PRODUCTION	0	1	0
	REPAIR	2	0	0
	CIRCULATION	0	6	1000
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		2	7	1000

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IN EVANSVILLE				
	PRODUCTION	0	0	0
	REPAIR	0	4	60
	CIRCULATION	0	5	180
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	9	240

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IN FORT WAYNE				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IN ML INDIANAPOLIS				
	PRODUCTION	0	0	0
	REPAIR	34	0	0
	CIRCULATION	0	2	480
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		34	2	480

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IN R INDIANAPOLIS				
	PRODUCTION	20	0	1789
	REPAIR	0	5	80
	CIRCULATION	2	0	500
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		22	5	2369

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IN MERRILLVILLE				
	PRODUCTION	0	0	0
	REPAIR	1	0	0
	CIRCULATION	1	1	60
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		2	1	60

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IA DES MOINES				
	PRODUCTION	460	200	0
	REPAIR	75	0	0
	CIRCULATION	0	0	0
	READER SERVICES	100	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		635	200	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
KS DODGE CITY				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
KS GREAT BEND				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
KS HUTCHINSON				
	PRODUCTION	0	0	0
	REPAIR	3	0	0
	CIRCULATION	3	0	520
	READER SERVICES	1	0	20
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		7	M	540

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
KS KANSAS CITY				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
KS MANHATTAN				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
KS SR TOPEKA				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	16	1976
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	16	1976

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
KS R TOPEKA				
	PRODUCTION	8	6	300
	REPAIR	2	0	0
	CIRCULATION	0	3	50
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		10	9	350

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
KS WICHITA				
	PRODUCTION	0	0	0
	REPAIR	8	15	3000
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		8	15	3000

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
KY ML FRANKFORT				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
KY R FRANKFORT				
	PRODUCTION	18	21	1410
	REPAIR	0	0	0
	CIRCULATION	25	0	175
	READER SERVICES	0	0	0
	OUTREACH	3	0	50
	ADMINISTRATION	0	0	0
TOTAL		46	21	1635

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
KY LOUISVILLE				
	PRODUCTION	0	45	250
	REPAIR	0	0	0
	CIRCULATION	0	2	225
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	47	475

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
LA ML BATON ROUGE				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL* INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
LA R BATON ROUGE				
	PRODUCTION	8	0	2075
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		8	H	2075

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
ME AUGUSTA				
	PRODUCTION	15	7	230
	REPAIR	15	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	1	0	150
TOTAL		31	7	380

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
ME BANGOR				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
ME HOULTON				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
ME LEWISTON				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	1	2	2184
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	2	2184

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
ME PORTLAND				
	PRODUCTION	0	0	0
	REPAIR	1	0	0
	CIRCULATION	0	2	980
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	2	980

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
ME WATERVILLE				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	7	0	1040
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		7	M	1040

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MD BALTIMORE				
	PRODUCTION	0	12	0
	REPAIR	24	1	0
	CIRCULATION	0	1	250
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	13	185
TOTAL		24	27	435

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MD ROCKVILLE				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	1	10	62
	READER SERVICES	0	0	0
	OUTREACH	0	1	110
	ADMINISTRATION	0	0	0
TOTAL		1	11	172

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MA CAMBRIDGE				
	PRODUCTION	0	0	0
	REPAIR	9	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		9	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MA WATERTOWN				
	PRODUCTION	0	185	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	185	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MA WORCESTER				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	15	0	337
TOTAL		15	M	337

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MI ALPENA				
	PRODUCTION	0	12	0
	REPAIR	0	10	355
	CIRCULATION	0	17	590
	READER SERVICES	0	6	145
	OUTREACH	0	0	0
	ADMINISTRATION	0	11	220
TOTAL		M	56	1310

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MI ANN ARBOR				
	PRODUCTION	0	6	600
	REPAIR	1	1	0
	CIRCULATION	0	5	282
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	12	882

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MI BATTLE CREEK				
	PRODUCTION	0	4	30
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL :		M	4	30

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MI ESCANABA				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MI FARMINGTON HILLS				
	PRODUCTION	75	3	6760
	REPAIR	2	12	120
	CIRCULATION	2	0	200
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	15	1200
TOTAL		79	30	8280

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MI FLINT				
	PRODUCTION	1	0	12
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	4	1	12
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		5	1	24

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MI GRAND RAPIDS				
	PRODUCTION	0	3	432
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	3	432

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MI LANSING				
	PRODUCTION	104	0	4863
	REPAIR	6	1	840
	CIRCULATION	1	0	416
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		111	1	6119

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MI MUSKEGON				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	2	100
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	2	100

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MI PORT HURON				
	PRODUCTION	0	2	20
	REPAIR	0	1	500
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	3	520

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MI TRAVERSE CITY				
	PRODUCTION	0	1	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	1	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MI WAYNE				
	PRODUCTION	13	0	288
	REPAIR	20	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	12	0	250
TOTAL		45	M	538

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MN FAIRBAULT				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MN ST PAUL				
	PRODUCTION	225	0	27000
	REPAIR	8	0	24801
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		233	M	51801

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MS JACKSON				
	PRODUCTION	1	8	0
	REPAIR	25	0	0
	CIRCULATION	4	0	989
	READER SERVICES	25	0	204
	OUTREACH	12	0	0
	ADMINISTRATION	14	0	0
TOTAL		81	8	1193

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MO ST LOUIS				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	2	0	1040
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		2	M	1040

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
MT HELENA				
	PRODUCTION	0	0	0
	REPAIR	11	0	0
	CIRCULATION	0	2	416
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		11	2	416

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NE HASTINGS				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NE KIMBALL				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NE LINCOLN				
	PRODUCTION	14	6	354
	REPAIR	10	0	0
	CIRCULATION	0	4	1785
	READER SERVICES	8	16	102
	OUTREACH	8	0	12
	ADMINISTRATION	8	12	187
TOTAL		48	38	2440

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NE N PLATTE				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NV ML CARSON CITY				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NV R CARSON CITY				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NV LAS VEGAS				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NH CONCORD				
	PRODUCTION	0	3	1283
	REPAIR	1	0	0
	CIRCULATION	0	1	39
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL :		1	4	1322

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NJ NEWARK				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NJ TRENTON				
	PRODUCTION	85	60	6150
	REPAIR	0	0	0
	CIRCULATION	0	1	300
	READER SERVICES	0	0	0
	OUTREACH	40	0	300
	ADMINISTRATION	5	0	2000
TOTAL		130	61	8750

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NM SANTA FE				
	PRODUCTION	0	5	1420
	REPAIR	8	3	576
	CIRCULATION	0	3	576
	READER SERVICES	5	1	644
	OUTREACH	0	1	4
	ADMINISTRATION	0	0	0
TOTAL		13	13	3220

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NY ALBANY				
	PRODUCTION	0	3	150
	REPAIR	12	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		12	3	150

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NY BELLPORT				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	1	208
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	1	208

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NY NEW YORK CITY				
	PRODUCTION	0	0	0
	REPAIR	8	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		8	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NY UNIONDALE				
	PRODUCTION	0	0	0
	REPAIR	3	0	0
	CIRCULATION	0	2	500
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		3	2	500

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NC CHARLOTTE				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
NC RALEIGH				
	PRODUCTION	0	0	0
	REPAIR	18	0	400
	CIRCULATION	0	6	480
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	1	1040
TOTAL		18	7	1920

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
ND GRAND FORKS				
	PRODUCTION	0	0	0
	REPAIR	10	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		10	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
OH CINCINNATI				
	PRODUCTION	0	0	0
	REPAIR	1	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
OH CLEVELAND				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	5	2	550
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		5	2	550

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
OH COLUMBUS				
	PRODUCTION	0	0	0
	REPAIR	0	30	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	30	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
UK OKLAHOMA CITY				
	PRODUCTION	92	0	6263
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	3	0	18
	OUTREACH	8	0	117
	ADMINISTRATION	0	0	0
TOTAL		103	M	6398

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
OK TULSA				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
OR SALEM				
	PRODUCTION	0	25	15000
	REPAIR	0	1	1040
	CIRCULATION	0	10	6000
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	36	22040

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
PA PHILADELPHIA				
	PRODUCTION	52	100	35700
	REPAIR	20	2	0
	CIRCULATION	0	0	31200
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		72	102	66900

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
PA PITTSBURGH				
	PRODUCTION	0	0	0
	REPAIR	8	3	576
	CIRCULATION	5	0	1570
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		13	3	2146

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
PR SAN JUAN				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	50	20000
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL :		M	50	20000

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
RI ML PROVIDENCE				
	PRODUCTION	0	0	0
	REPAIR	2	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		2	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
HI R PROVIDENCE				
	PRODUCTION	2	0	1985
	REPAIR	1	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	1	0	100
TOTAL		4	M	2085

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
SC CAYCE				
	PRODUCTION	0	10	0
	REPAIR	5	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL :		5	10	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
SC COLUMBIA				
	PRODUCTION	0	0	0
	REPAIR	1	20	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	20	H

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
SD PIERRE				
	PRODUCTION	0	156	3120
	REPAIR	35	0	0
	CIRCULATION	0	0	0
	READER SERVICES	370	370	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		405	526	3120

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
IN NASHVILLE				
	PRODUCTION	13	6	148
	REPAIR	17	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		30	6	148

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
TX ML AUSTIN				
	PRODUCTION	0	0	0
	REPAIR	24	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		24	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
TX R AUSTIN				
	PRODUCTION	0	83	4565
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	83	4565

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
UT ML SALT LAKE CITY				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
UT R SALT LAKE CITY				
	PRODUCTION	0	310	15200
	REPAIR	17	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	10	10400
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		17	320	25600

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
VT MONTPELIER				
	PRODUCTION	1	3	500
	REPAIR	0	0	0
	CIRCULATION	0	1	500
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	4	1000

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
VI ST THOMAS				
	PRODUCTION	2	0	0
	REPAIR	1	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		3	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
VA CO ALEXANDRIA				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	2	588
	READER SERVICES	0	4	588
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		H	6	1176

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS. DONATED
VA ALEXANDRIA				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
VA ARLINGTON				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	7	426
	READER SERVICES	0	6	213
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	13	639

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS. DONATED
VA BIG STONE GAP				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	4	880
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		H	4	880

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
VA NEWPORT NEWS				
	PRODUCTION	0	1	10
	REPAIR	1	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	1	10

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
VA RICHMOND				
	PRODUCTION	0	9	94
	REPAIR	30	0	0
	CIRCULATION	30	0	3230
	READER SERVICES	0	2	22
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		60	11	3346

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
VA ROANOKE				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
VA VIRGINIA BEACH				
	PRODUCTION	7	10	3995
	REPAIR	11	0	0
	CIRCULATION	0	5	1050
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	3	0	134
TOTAL		21	15	5179

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
WA SEATTLE				
	PRODUCTION	7	285	15309
	REPAIR	13	0	0
	CIRCULATION	5	15	6728
	READER SERVICES	0	0	0
	OUTREACH	0	5	50
	ADMINISTRATION	0	20	400
TOTAL		25	325	22487

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
WV SR CHARLESTON				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
WV R CHARLESTON				
	PRODUCTION	4	0	260
	REPAIR	6	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		10	M	260

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
WV HUNTINGTON				
	PRODUCTION	1	0	1200
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		1	M	1200

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
WV MORGANTOWN				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	1	0
TOTAL		M	1	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
WV PARKERSBURG				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
WV ROMNEY				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
WI GREEN BAY				
	PRODUCTION	75	75	100
	REPAIR	3	0	0
	CIRCULATION	4	12	1336
	READER SERVICES	5	15	2516
	OUTREACH	0	0	0
	ADMINISTRATION	0	2	85
TOTAL		87	104	4037

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
WI MILWAUKEE				
	PRODUCTION	127	0	9970
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		127	M	9970

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
WY CHEYENNE				
	PRODUCTION	0	0	0
	REPAIR	2	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		2	M	M

SUMMARY OF VOLUNTEERS AND HOURS DONATED

LOCATION	VOLUNTEER CATEGORY	ESTIMATED TOTAL INDEPENDENT VOLUNTEERS	ESTIMATED TOTAL VOLUNTEERS IN ORGANIZATIONS	ESTIMATED ANNUAL TOTAL HRS DONATED
GU AGANA				
	PRODUCTION	0	0	0
	REPAIR	0	0	0
	CIRCULATION	0	0	0
	READER SERVICES	0	0	0
	OUTREACH	0	0	0
	ADMINISTRATION	0	0	0
TOTAL		M	M	M

APPENDIX 4.2

Estimated Total Annual Hours and Gross Value of Volunteer Activities by Agency Type, Region, Number of Readers

ESTIMATED ANNUAL TOTAL HOURS AND GROSS VALUE OF VOLUNTEER ACTIVITIES BY AGENCY TYPE, REGION, NUMBER OF READERS

	Totals											
	Production		Repair		Circulation		Reader Services		Outreach		Administration	
Region	Hours*	Value**	Hours*	Value**	Hours*	Value**	Hours*	Value**	Hours*	Value**	Hours*	Value**
Northern	87,191	$476,111	1,526	$5,585	37,863	$134,034	0	0	410	$2,287	2,872	$16,025
Midlands	70,591	389,896	5,902	26,315	9,278	32,844	2,831	10,021	153	853	2,080	11,606
South	94,500	536,298	1,285	7,170	20,310	71,897	13,182	46,967	90	502	1,283	7,159
West	86,056	469,286	5,260	29,248	33,538	118,724	9,818	34,959	2,184	12,186	2,421	13,509

*Total estimated annual volunteer hours
**Total estimated annual value

ESTIMATED ANNUAL TOTAL HOURS AND GROSS VALUE OF VOLUNTEER ACTIVITIES BY AGENCY TYPE, REGION, NUMBER OF READERS

	Totals											
Reader Size	Production		Repair		Circulation		Reader Services		Outreach		Administration	
	Hours*	Value**	Hours*	Value**	Hours*	Value**	Hours*	Value**	Hours*	Value**	Hours*	Value**
0-500	34,436	$192,124	1,265	$7,048	7,802	$27,619	4,345	$16,007	910	$5,077	470	$2,622
501-1,000	5,070	28,115	0	0	7,412	26,238	13,179	47,534	110	613	85	474
1,001-5,000	111,203	630,279	5,012	20,298	14,430	51,082	2,198	7,780	259	1,445	2,737	15,272
5,001-10,000	55,378	307,709	1,930	10,075	21,760	77,030	3,426	12,128	1,558	8,693	4,124	23,011
10,001-99,999	132,251	713,363	5,766	30,897	49,585	175,530	2,683	9,497	0	0	1,240	6,919

*Total estimated annual volunteer hours
**Total estimated annual value

ESTIMATED ANNUAL TOTAL HOURS AND GROSS VALUE OF VOLUNTEER ACTIVITIES BY AGENCY TYPE, REGION, NUMBER OF READERS

	Totals											
Agency Type	Production		Repair		Circulation		Reader Services		Outreach		Administration	
	Hours*	Value**	Hours*	Value**	Hours*	Value**	Hours*	Value**	Hours*	Value**	Hours*	Value**
Multistate Centers	0	0	0	0	0	0	0	0	0	0	0	0
Regional Libraries	279,793	1,542,119	8,731	45,523	78,541	278,034	16,875	59,737	1,783	9,949	6,476	36,136
Subregional Libraries	27,239	154,771	4,832	20,507	20,668	73,164	5,821	21,909	154	859	2,080	11,606
Machine Lending Agencies	31,306	174,700	410	2,287	1,780	6,301	3,135	11,301	900	5,021	100	557

*Total estimated annual volunteer hours
**Total estimated annual value

APPENDIX 4.3

Estimated Average Annual Hours and Gross Value of Volunteer Activities by Agency Type, Region, Number of Readers

ESTIMATED ANNUAL AVERAGE HOURS AND AVERAGE GROSS VALUE BY AGENCY TYPE, REGION, NUMBER OF READERS

Totals												
Reader Size	Production		Repair		Circulation		Reader Services		Outreach		Administration	
	Hours	Value	Hours	Value	Hours	Value	Hours	Value	Hours	Value	Hours	Value
0-500	5,739	$32,020	421	$2,349	975	$3,452	724	$2,667	455	$2,538	156	$874
501-1,000	422	2,342	--	0	741	2,623	1,882	6,790	110	613	85	474
1,001-5,000	3,834	21,733	556	2,255	601	2,128	219	778	32	180	304	1,696
5,001-10,000	5,537	30,770	482	2,518	1,813	6,419	1,142	4,042	389	2,173	687	3,835
10,001-99,999	14,694	79,262	823	4,413	8,264	29,255	2,683	9,497	--	--	620	3,459

ESTIMATED ANNUAL AVERAGE HOURS AND AVERAGE GROSS VALUE BY AGENCY TYPE, REGION, NUMBER OF READERS

	Totals											
	Production		Repair		Circulation		Reader Services		Outreach		Administration	
Region	Hours	Value	Hours	Value	Hours	Value	Hours	Value	Hours	Value	Hours	Value
Northern	6,227	$34,007	381	$1,396	3,155	$11,169	--	0	205	$1,143	478	$2,670
Midlands	4,411	24,368	590	2,631	618	2,189	404	1,431	51	2,84	416	2,321
South	4,295	24,377	428	2,390	1,015	3,594	1,014	3,689	30	167	320	1,789
West	6,146	33,520	876	4,874	2,579	9,132	1,402	4,994	312	1,740	403	2,251

ESTIMATED ANNUAL AVERAGE HOURS AND AVERAGE GROSS VALUE BY AGENCY TYPE, REGION, NUMBER OF READERS

Agency Type	Totals											
	Production		Repair		Circulation		Reader Services		Outreach		Administration	
	Hours	Value	Hours	Value	Hours	Value	Hours	Value	Hours	Value	Hours	Value
Multistate Centers	-	0	-	0	-	0	-	0	-	0	-	0
Regional Libraries	32,210	177,215	1,385	7,499	20,622	73,005	1,872	6,637	178	994	462	2,581
Subregional Libraries	1,089	6,190	690	2,929	666	2,360	342	1,288	38	214	346	1,934
Machine Lending Agencies	15,653	87,350	410	2,287	2,780	3,150	3,135	11,301	900	5,021	100	557

APPENDIX 4.4

Data Collection Instruments

APPENDIX 4.4.1

Mail Survey

VOLUNTEER UTILIZATION STUDY

A Project of the Library of Congress

National Library Service for the Blind and Physically Handicapped

This survey is designed to identify the nature and extent of services performed by volunteers in the libraries and machine lending agencies of the NLS network. The results will assist the Library of Congress, NLS network agencies, and others concerned with improving library services for the blind and physically handicapped.

Within one week of receipt, please complete and return this questionnaire in the enclosed prepaid envelope to:

NLS Volunteer Study
c/o Applied Management Sciences, Inc.
962 Wayne Avenue
Silver Spring, MD 20910

For assistance in completing this form
please contact us at our toll-free number:

Edwin Dowlin and Ronald Linehan

(800) 638-2784
(800) 638-2785

Please provide the names and telephone numbers of knowledgeable person(s) we may contact to discuss the problems, successes, and needs of your volunteer program. (Examples would be: head librarian, volunteer coordinator, President of largest volunteer group.).

(Name)	(Name)	(Name)
(Position)	(Position)	(Position)
(Phone)	(Phone)	(Phone)

INTRODUCTION

Specify the year for
which you are providing data: ______, 19______, to ______, 19______.
(month) (Year) (Month) (Year)

	Yes	No
1. Do volunteers perform any tasks related to library services for the blind and physically handicapped for your agency?	1	2
2. Do you plan to develop any new program(s) of volunteer services		
In the next year?	1	2
Sometime later in the future?	1	2
a. What new tasks will these volunteers perform? (Sub categories are listed in scope notes)		
Production of materials	1	2
Repair tasks	1	2
Circulation, processing, office work, etc.	1	2
Reader services	1	2
Outreach activities	1	2
Administrative tasks	1	2
b. Do you have a list of trained volunteers available but for whom you can't provide work?	1	2

c. What type(s) of work are they qualified to perform?

Type of Work ______________________________

____

Number of Volunteers Available, but Not Working ______________

IF YOU ANSWERED NO TO QUESTION 1 ABOVE, DO NOT FILL OUT ANY OTHER SECTIONS OF THIS QUESTIONNAIRE. RETURN ALL SECTIONS.

SECTION A — THE VOLUNTEER PROGRAM

	Yes	No	For Some Aspects Only
3. Do you utilize the services of volunteer organizations or groups?	1	2	3
4. Is there a clear, written description of your volunteer program? (If yes, enclose copy.)	1	2	3
5. Do you have one paid staff person assigned as a coordinator of volunteers to plan and carry out your program?	1	2	3
If No, skip to question 6.			
a. Does the paid coordinator devote fulltime to working with the volunteer program?	1	2	3
b. Does the coordinator have a separate budget for the volunteer program?	1	2	3
c. Does the coordinator have an office or other assigned work area with a desk and file?	1	2	3
d. Does the coordinator have someone assigned to assist with office work and correspondence?	1	2	3

SECTION A — THE VOLUNTEER PROGRAM (continued)

		Yes	No	For Some Aspects Only
6.	Is there a well-defined procedure for interviewing, selecting, and placing new volunteers? (If yes, enclose a copy of any written materials.)	1	2	3
7.	Are there written job descriptions for volunteers? (If yes, enclose a copy of any written materials.)	1	2	3
8.	Is there an organization chart showing volunteer placement in your organization?. (If yes, enclose a copy.)	1	2	3
9.	Do you have a formal program for orientation of new volunteers?	1	2	3
10.	Do you schedule training meetings or workshops for volunteers prior to starting new duties?	1	2	3
11.	Do you have a system for recording the time volunteers spend at work?			
	a. For volunteer groups?	1	2	3
	b. For volunteers working in-house?	1	2	3
12.	Do you have a procedure for regular review of volunteer work assignments?	1	2	3
13.	Do you have a formal procedure for evaluating the performance of each volunteer, recording the results, and discussing ratings with volunteers?	1	2	3
14.	Do you have a standard procedure for annual public recognition of sustained or superior performance by volunteers?	1	2	3
15.	Are volunteers regularly included in the special events (such as parties) for your staff?	1	2	3
16.	Was the head of your network library involved in determining the use of volunteers?	1	2	3
17.	Is the staff made aware of the volunteer's role in acheiving library objectives before volunteers are utilized?	1	2	3
18.	Have volunteers been used to replace any paid staff in the last year?	1	2	3
19.	Do you release volunteers who are not effective?	1	2	3
20.	Are volunteers trained and supervised by the staff person most closely associated with the job assigned to the volunteer?	1	2	3
21.	Are work standards the same for volunteers as for paid staff?	1	2	3
22.	Do you have volunteers who transcribe braille?	1	2	3
23.	Are all these volunteers certified by NLS?	1	2	3
24.	Do you have volunteers who proof braille?	1	2	3
25.	Are all these proofreaders certified by NLS?	1	2	3
26.	Do you have volunteer narrators?	1	2	3
27.	Are all your narrators certified by NLS?	1	2	3
	a. If no, do you audition and certify narrators?	1	2	3
28.	Is all volunteer work in your library performed by organized volunteer groups?	1	2	3

If none of the tasks in this section are performed by volunteers in your agency, check this box and go to Section C. ☐

SECTION B — PRODUCTION OF MATERIALS

(Please refer to Scope Notes related to appropriate tasks. Mark only those that apply.)

Total number of members of volunteer groups who perform tasks shown below: ☐

Total number of volunteers who perform the tasks in this section but are not members of an organized volunteer group: ☐

Tasks Performed by Volunteers	Current Numbers of Active Volunteers	Total Annual Hours Contributed by Volunteers
1. Collection assessment		
2. Tape narration		
3. Tape monitoring		
4. Tape reviewing		
5. Reading text to braillist		
Transcribing braille:		
6. Literary		
7. Music		
8. Math		
9. Foreign language		
Proofreading braille:		
10. Literary		
11. Music		
12. Math		
Transcribing large type:		
13. Literary		
14. Music		
15. Math		
16. Tape duplication		
17. Braille thermoforming		
18. Braille binding		
19. Copyright clearance		
20. Braille labeling and packaging		
21. Tape labeling and packaging		
Total for section B		

22. What percent of these total volunteer hours are spent in producing textbook materials for students? ______ %

23. What percent of the total hours are spent in producing general and adult professional reading materials? ______ %

How many books were produced in the reported year?

Number of titles ______

Number of sides (tape) and volumes (braille) ______

If you marked tasks in this section, complete a separate yellow sheet on volunteer program costs for this section and check this box. Mark the sheet SECTION B — PRODUCTION. ☐

COMMENTS.

PLEASE CIRCLE ALL ESTIMATED FIGURES

If none of the tasks in this section are performed by volunteers in your agency, check this box and go to Section D. ☐

SECTION C — REPAIR

Total number of members of volunteer groups who perform tasks shown below: ☐

Total number of volunteers who perform the tasks in this section but are not acting as members of an original volunteer group: ☐

Tasks Performed by Volunteers	Current Numbers of Active Volunteers	Total Annual Hours Contributed by Volunteers Other Than Pioneers	Total Annual Hours Contributed by the Telephone Pioneers, (if known)
1. Machine repair - TBM			
2. Machine repair - CBM			
3. Cassette repair			
4. All Other repair a. Please specify nature: ____________			
Total			

If you marked tasks in this section, complete a separate yellow sheet on volunteer program costs for this section and check this box. Mark the sheet SECTION C — REPAIR. ☐

COMMENTS:

PLEASE CIRCLE ALL ESTIMATED FIGURES

If none of the tasks in this section are performed by volunteers in your agency, check this box and go to Section E. ☐

SECTION D — CIRCULATION AND MAINTENANCE OF THE COLLECTION

Total number of members of volunteer groups who perform tasks shown below: ☐

Total number of volunteers who perform the tasks in this section but are not acting as members of an original volunteer group: ☐

Tasks Performed by Volunteers	Current Numbers of Active Volunteers	Total Annual Hours Contributed by Volunteers
1. Materials inspection - TB		
2. Materials inspection - CB		
3. Circulation, clerical and miscellaneous office tasks (See definition in Scope Notes.)		
4. Stocking, shelving or pulling materials from shelves and related tasks.		
Total		

If you marked tasks in this section, complete a separate yellow sheet on volunteer program costs for this section and check this box. Mark the sheet SECTION D — CIRCULATION ☐

COMMENTS:

PLEASE CIRCLE ALL ESTIMATED FIGURES

PLEASE READ CAREFULLY

INSTRUCTIONS FOR COMPLETING THIS QUESTIONNAIRE

This form will provide the information to describe the current practice, to identify major needs and to recommend future actions related to volunteer service programs in NLS network libraries. A full report of the study is scheduled for release in the Fall of 1980.

Form Design. The variety of NLS libraries and agencies requires that this form ask questions about a wide range of conditions. Some of the questions will not apply to your situation. The form is specially designed in sections so that you complete only those portions that apply. Most questions and instructions are self explanatory, but these general guides show you what is expected in each section:

Introduction.	Please complete this section *even if you do not have a volunteer program.* If you do not have such a program and are not planning to develop one you need not complete any other section.
Section A.	Complete this section if you have volunteers performing tasks in your library related to your library services. Do not omit any questions. (You may explain any answers you wish in a comment jotted in the margin or at the bottom of the page.) Enclose any printed material that explains your answer.

Before Proceeding to Sections B, C, D, E, F, or G review the "Scope Notes" enclosed in this packet. These notes contain standard definitions that show where to provide information about your program so that all replies will have the same meaning. Refer to the notes as needed while completing the sections.

Section B, C, D, E, F, G.	*Complete only those sections which apply* in your library or machine lending agency. If you are unsure about an answer, *go ahead and give the best answer you can.* Write any note of explanation in a marginal comment. Both figures and comments will be considered in the analysis.
Volunteer Program (Cost Sheet)	Complete a yellow form for each section (B through G) where you reported on volunteers.

If you do not have actual records to supply an answer, give an estimate and circle your answer. This will tell us that you are estimating based on your best knowledge. Where possible, tell us how you estimated each figure. We want to know which records you keep in addition to the specific answer you provide.

Base all your answers in Sections B through G on a full year. (You may use any recent 12 month period and note any answer that is based on a different year.)

It is important that you keep a record of your answers for a telephone interview. Return all completed forms and printed material samples in the envelope provided. You need not return the scope notes.

If none of the tasks in this section are performed by volunteers in your agency, check this box and go to Section F. ☐

SECTION E — READER SERVICES

Total number of members of volunteer groups who perform tasks shown below: ☐

Total number of volunteers who perform the tasks in this section but are not acting as members of an original volunteer group: ☐

Tasks Performed by Volunteers	Current Numbers of Active Volunteers	Total Annual Hours Contributed by Volunteers
1. Reading to or assisting patrons:		
a. In patrons home	__________	__________
b. In the library or over the telephone	__________	__________
2. Transporting patrons:		
a. To and from the library	__________	__________
3. Delivering machines to patrons	__________	__________
4. Delivering books to patrons	__________	__________
5. Reading guidance:		
a. In patrons home	__________	__________
b. In the library or over the telephone	__________	__________
TOTAL		__________

If you marked tasks in this section, complete a separate yellow sheet on volunteer program costs for this section and check this box. Mark the sheet SECTION E — READER SERVICES. ☐

PLEASE CIRCLE ALL ESTIMATED FIGURES

If none of the tasks in this section are performed by volunteers in your agency, check this box and go to Section G. ☐

SECTION F — OUTREACH

Total number of members of volunteer groups who perform tasks shown below: ☐

Total number of volunteers who perform the tasks in this section but are not acting as members of an original volunteer group: ☐

Tasks Performed by Volunteers	Current Numbers of Active Volunteers	Total Annual Hours Contributed by Volunteers
1. Speeches to community groups; Public relations for library	__________	__________
2. Activities to identify or register new readers outside library	__________	__________
TOTAL		__________

SECTION F — OUTREACH (continued)

If you marked tasks in this section, complete a separate yellow sheet on volunteer program costs for this section and check this box. ☐

Mark the sheet SECTION F — OUTREACH

PLEASE CIRCLE ALL ESTIMATED FIGURES

If none of the tasks in this section are performed by volunteers in your agency, check this box. ☐

SECTION G — ADMINISTRATIVE AND ADVISORY

Total number of members of volunteer groups who perform tasks shown below: ☐

Total number of volunteers who perform the tasks in this section but are not acting as members of an original volunteer group: ☐

Tasks Performed by Volunteers	Current Numbers of Active Volunteers	Total Annual Hours Contributed by Volunteers
1. Recruiting other volunteers		
2. Orientation and/or training volunteers		
3. Coordination, scheduling or supervision of volunteers		
4. Advisory tasks Please specify the nature of the service(s):		
5. Other tasks not listed in Sections B through F. Specify:		
TOTAL		

If you marked tasks in this section, complete a separate yellow sheet on volunteer program costs for this section and check this box. ☐

Mark the sheet SECTION G — ADMINISTRATIVE.

PLEASE CIRCLE ALL ESTIMATED FIGURES

Do you have information on the costs if you were to contract with a commercial or non-profit firm to provide the same services the volunteers are providing now?

Yes 1

No 2

If yes, for which of the tasks are you able to supply information?

PLEASE RETAIN A COPY OF YOUR ANSWERS FOR REFERENCE DURING THE TELEPHONE INTERVIEW. RETURN THIS FORM, ALL COMPLETED COST SHEETS AND YOUR SAMPLE DOCUMENTS IN THE ENVELOPE PROVIDED.

THANK YOU FOR YOUR COOPERATION

APPENDIX 4.4.2

Telephone Questionnaire

ID#__________
Person__________

Telephone Protocol

IF NO VOLUNTEER PROGRAM IS INDICATED, GO TO QUESTION 6.

1. WHICH ONE OF THE FOLLOWING VOLUNTEER CATEGORIES OF TASKS HAVE YOU FOUND TO BE THE MOST EFFECTIVE IN YOUR LIBRARY? (circle one)

General Category	Specific tasks (please list)	Why? (please explain)
b. Production of Materials		
c. Repair		
d. Circulation		
e. Reader Services		
f. Outreach		
g. Administrative		

2. WHICH HAVE YOU FOUND TO BE THE LEAST EFFECTIVE? (circle one)

General Category	Specific tasks (please list)	Why? (please explain)
b. Production of Materials		
c. Repair		
d. Circulation		
e. Reader Services		
f. Outreach		
g. Administrative		

3. WHICH CURRENT PROGRAMS ARE EXPERIENCING DIFFICULTIES? WHAT TYPE OF PROBLEM? WHAT SOLUTIONS HAVE YOU CONSIDERED? (circle one)

General Category	Task	Type of Problem	Solutions
b. Production of Materials			
c. Repair			
d. Circulation			
e. Reader Services			
f. Outreach			
g. Administrative			

4. WHICH PROGRAMS WERE DIFFICULT TO ESTABLISH? HOW WERE THE PROBLEMS SOLVED? (circle one)

General Category	Task	Type of Problem	Solutions
b. Production of Materials			
c. Repair			
d. Circulation			
e. Reader Services			
f. Outreach			
g. Administrative			

4a. WHICH CATEGORY OF VOLUNTEERS HAS THE GREATEST INFLUENCE OR EFFECT ON PUBLIC RELATIONS?

General Category	Specific Task (please list)	Why? (please explain)
b. Production of Materials		
c. Repair		
d. Circulation		
e. Reader Services		
f. Outreach		
g. Administrative		

5. IN THINKING OF FUTURE DIRECTIONS:

   a. WHAT CHANGES DO YOU ENVISION OCCURRING TO YOUR VOLUNTEER PROGRAM IN THE NEXT 3-5 YEARS? (Probe: growth or decline in particular tasks, increased participation of outside organizations, more/less emphasis on management of volunteers)

b. WHAT ARE YOUR SUGGESTIONS FOR IMPROVING VOLUNTEER PROGRAMS THROUGHOUT THE NLS SYSTEM?

c. IN WHAT WAYS DO YOU FEEL IT'S MORE BENEFICIAL TO USE VOLUNTEERS AS OPPOSED TO PAID STAFF? IN WHAT WAYS DO YOU FEEL IT IS NOT?

GO TO QUESTION 9.

For those libraries and machine lending agencies who have telephone pioneers only:

6. HAVE YOU EVER HAD A VOLUNTEER PROGRAM? IF SO, HOW WERE YOUR VOLUNTEERS UTILIZED? (circle one)

General Category	Specific task (please list)
b. Production of Materials	
c. Repair	
d. Circulation	
e. Reader Services	
f. Outreach	
g. Administrative	

7. WHY DID YOU DISCONTINUE THE PROGRAM(S)?

8. DO YOU FEEL A VOLUNTEER PROGRAM COULD BE HELPFUL IN YOUR SITUATION?

YES ________

NO ________

FOR WHAT REASONS?

9. OTHER COMMENTS: ____

APPENDIX 4.4.3

Scope Notes

VOLUNTEER UTILIZATION STUDY

SCOPE OF TASKS

*Please refer to these statements to
determine the appropriate place to
record volunteer tasks.*

WHO IS A VOLUNTEER?

The volunteer is a person entering into service without expectation of pay.

For purposes of this study, the definition of a volunteer includes members of a group that provides services to a Regional Library or Machine Lending Agency under a continuing arrangement (Taping for the Blind). Students working as interns for educational credit or experience, and unpaid members of committees, boards, and review panels are included. "Paid volunteers" are included when small sums of money are paid as an inducement to specialize in a particularly complex volunteer service. (Music or mathematics braillists are examples.)

Excluded from the study definition are civic or social groups that donate funds or carry out projects on an occasional basis (Lion's, Women's Club) and persons paid by other agencies to perform services for the library or machine lending agency. (Youth employment programs, CEP are examples.) Braille proofreaders paid by the page are excluded.

CATEGORY OF TASK	SCOPE NOTES
B. Production of Materials	
1. Collection Assessment	The reading of print or recorded materials to determine the suitability of the content for inclusion in a library collection.
2. Tape Narration	Reading text aloud into a tape recorder.
3. Tape Monitoring	Listening to narration and comparing with text at the time of recording to correct errors in the reading. Operate equipment as part of maintaining technical quality of narration.
4. Tape Reviewing	The quality check of a completed narration.
5. Reading Text to Braillist	Reading text aloud to be recorded in braille.
Braille Transcribing	
6. Literary	
7. Music*	
8. Math*	
9. Foreign Language	
Braille Proofreading	
10. Literary	
11. Music*	
12. Math*	
Large-Type Transcribing	
13. Literary	
14. Music*	
15. Math*	
16. Tape Duplication	Operating electronic equipment to copy from TB or CB, etc. or making copies of reel or CB tapes.
17. Braille Thermoforming	Thermoforming copies of a braille master.
18. Braille Binding	
19. Copyright Clearance	Corresponding and maintaining records needed to secure permission to copy commercially produced and protected materials.
20. Braille Labeling and Mailing	All tasks required to transmit braille items to various points where production tasks are performed. Does not include circulation routines listed in Section C.
21. Tape Labeling and Mailing	Tasks are limited to those in production. Does not include circulation routines.
C. Repair Tasks	
1. Machine Repair - TBM	
2. Machine Repair - CBM	
3. Cassette Repair	
4. All Other Repair	Repair of duplicators, machines used by narrators, but not privately owned recorders of readers or volunteers.
D. Circulation Processing and Maintenance of the Collection	All tasks related to circulation, keeping of records related to maintaining and circulating a library collection.
1. Materials Inspection - TB	Inspecting items to determine usability and/or need for repair. "On-the-spot" repairs such as rewinding CB are included.
2. Materials Inspection - CB	

---

* May include "paid volunteers" who receive piecework rates.

3. Circulation, Clerical and Miscellaneous Office Tasks	Stamping, sorting, posting, filing, typing, or computer input, folding, stapling, xeroxing, labeling, checking card catalog, etc. are examples of this work.
4. Stock Clerk Activities	The preparation, shipping, receiving and handling of circulating materials. Shelving TB or CB, pulling them from shelves to fill in list, and sorting returned materials are examples of this work.

E. Reader Services

Note: Services performed for individual readers by neighbors or members of the family are *excluded* from this list of *library* services.

1. Reading to or Assisting Patrons	Reading printed materials, catalogs and marking reading selections, typing or addressing correspondence related to reading are included.
2. Transporting Patrons	To and from the library.
3. Delivery of Machines/Books	Use this category only when a volunteer performs it as a regular assignment. Paid staff members of a cooperating public library are excluded.
5. Reading Guidance	All activities involving the choosing of book titles for a reader are included. (The recording of reader choices of book titles should be included in reading to patrons when no advice is involved. Automatic selection at a computer terminal is included here only if knowledge of book content is required for making choices.) This task may take place in the reader's home, over the phone or as part of a library circulation routine.

F. Outreach

1. Speeches to Community Groups/ Public Relations	Guiding library tours, preparing news releases, appearing on TV shows are included.
2. Identifying New Readers	May include visits in a home for the aged, visiting eye clinics for the purpose of contacting individuals eligible for service or those in a position to make regular referrals for service.

G. Administrative and Advisory Tasks

1. Recruiting Other Volunteers	
2. Orientation and Training of Other Volunteers	All tasks needed to prepare individuals for volunteer assignment are included.
3. Coordinator of Volunteer Efforts	Schedule assignments, supervising work, and handling group arrangements for volunteers in a club organization are included.
4. Advisory Tasks	Functions of members of any advisory committee or panel. Voice audition panels are included.
G. Other	Includes other tasks or assignments not listed.

APPENDIX 4.5

Estimated Total and Average Number of Volunteers in the NLS Network by Agency Type, Region, Number of Readers

Estimated Total and (Average*)
Number of Volunteers
in the NLS Network

Region	Production		Repair		Circulation		Reader Services		Outreach		Administration	
	Total # Volunteers in Organizations	Total # Independent Volunteers	Total # Volunteers in Organizations	Total # Independent Volunteers	Total # Volunteers in Organizations	Total # Independent Volunteers	Total # Volunteers in Organizations	Total # Independent Volunteers	Total # Volunteers in Organizations	Total # Independent Volunteers	Total # Volunteers in Organizations	Total # Independent Volunteers
Northern (N=32)	213 (6.6)	373 (11.6)	112 (3.5)	26 (.8)	20 (.6)	21 (.7)	0 (0)	0 (0)	40 (1.3)	1 (.03)	22 (.7)	15 (.5)
Midlands (N=55)	1337 (24.3)	319 (5.8)	217 (3.9)	108 (1.9)	20 (.3)	69 (1.3)	116 (2.1)	31 (.6)	10 (.2)	1 (.02)	25 (.5)	28 (.5)
South (N=58)	628 (10.7)	464 (8.0)	366 (6.3)	25 (.4)(	128 (2.2)	47 (.8)	48 (.8)	78 (1.3)	18 (.3)	1 (.02)	18 (.3)	2 (.03)
West	28 (.9)	1129 (37)	235 (7.8)	23 (.7)	12 (.4)	140 (4.7)	537 (17.9)	406 (13.5)	9 (.3)	12 (.4)	28 (.9)	64 (2.1)

*The average is computed on the basis of the total number of centers within the region rather than on the basis of centers with volunteers.

Estimated Total and (Average*)
Number of Volunteers
in the NLS Network

Agency Type	Production		Repair		Circulation		Reader Services		Outreach		Administration	
	Total # Volunteers in Organizations	Total # Independent Volunteers	Total # Volunteers in Organizations	Total # Independent Volunteers	Total # Volunteers in Organizations	Total # Independent Volunteers	Total # Volunteers in Organizations	Total # Independent Volunteers	Total # Volunteers in Organizations	Total # Independent Volunteers	Total # Volunteers in Organizations	Total # Independent Volunteers
Subregional (N=103)	196 (1.9)	292 (2.8)	116 (1.1)	74 (.7)	48 (.5)	123 (1.2)	37 (.4)	56 (.5)	4 (.04)	3 (.1)	19 (.2)	30 (.31)
Regional (N=52)	1780 (30.2)	1933 (34.5)	719 (12.8)	57 (1.1)	130 (2.3)	142 (2.7)	662 (12.7)	456 (8.1)	73 (1.4)	11 (.2)	75 (1.4)	76 (1.4)
Machine Lending (N=16)	225 (14.1)	60 (3.8)	95 (5.9)	51 (3.2)	2 (.1)	12 (.8)	2 (.1)	3 (.2)	0 (0)	1 (.02)	0 (0)	3 (.2)
Multi-state Center (N=4)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0 (0)	0 (0)	0 (0)	0 (0)

Estimated Total and (Average*) Number of Volunteers in the NLS Network

Number of Readers	Production Total # Volunteers in Organizations	Total # Independent Volunteers	Repair Total # Volunteers in Organizations	Total # Independent Volunteers	Circulation Total # Volunteers in Organizations	Total # Independent Volunteers	Reader Services Total # Volunteers in Organizations	Total # Independent Volunteers
0-500 N=44	245 (5.5)	130 (2.9)	125 (2.8)	63 (1.4)	8 (.2)	59(1.3)	3 (.1)	18 (.4)
501-1000 N=37	99 (2.7)	133 (3.5)	24 (.6)	5 (.1)	36 (.9)	39 (1.1)	12 (.3)	77 (2.1)
1001-5000 N=61	477 (7.8)	810 (13.3)	311 (5.1)	55 (.9)	39 (.6)	79 (1.2)	410 (6.7)	414 (6.8)
5001-10000 N=18	137 (7.6)	550 (30.6)	137 (7.6)	32 (1.8)	46 (2.6)	50 (2.8)	27 (1.5)	6 (.3)
10001-99999 N=15	1243 (82.9)	662 (44.1)	333 (22.2)	27 (1.8)	51 (3.4)	50 (3.3)	249 (16.6)	0 (0)

Outreach Total # Volunteers in Organizations	Total # Independent Volunteers	Administration Total # Volunteers in Organizations	Total # Independent Volunteers
0-500	245 (5.5)	130 (2.9)	125 (2.8)
501-1000	99 (2.7)	133 (3.5)	24 (.6)
1001-5000	477 (7.8)	810 (13.3)	311 (5.1)
5001-10000	137 (7.6)	550 (30.6)	137 (7.6)
10001-99999	1243 (82.9)	662 (44.1)	333 (22.2)

APPENDIX 4.6

Number of Respondent Agencies by State

NUMBER OF RESPONDENT AGENCIES BY STATE

	Regional Libraries	Subregional Libraries	Separate Machine-Lending Agency
Alabama	1	7	0
Alaska	1	0	1
Arizona	1	2	0
Arkansas	1	4	0
California	2	2	0
Colorado	1	0	0
Connecticut	1	0	0
Delaware	1	0	0
District of Columbia	1	0	0
Florida	1	7	0
Georgia	1	13	0
Hawaii	1	1*	0
Idaho	1	0	1
Illinois	1	16	0
Indiana	1	5	1
Iowa	1	0	0
Kansas	1	7	0
Kentucky	1	1	1
Louisiana	1	0	1
Maine	1	5	0
Maryland	1	1	0
Massachusetts	1	1	1
Michigan	2	9	0
Minnesota	1	0	1
Mississippi	1	0	0
Missouri	1	0	0
Montana	1	0	0
Nebraska	1	3	0
Nevada	1	1	1
New Hampshire	1	0	0
New Jersey	1	0	1
New Mexico	1	0	0
New York	2	2	0
N. Carolina	1	1	1
Ohio	2	0	1
Oklahoma	1	1	0
Oregon	1	0	0
Pennsylvania	2	0	0
Puerto Rico	1	0	0
Rhode Island	1	0	1
S. Carolina	1	0	1
S. Dakota	1	0	0
Tennessee	1	0	0
Texas	1	0	1
Utah	1	0	1
Vermont	1	0	0
Virgin Islands	1	0	0
Virginia	1	7	0
Washington	1	0	0
W. Virginia	1	5	0
Wisconsin	1	1	0
Wyoming	0	0	16
TOTAL	56	102	16

*Includes Guam as a subregional.

APPENDIX 4.7

Total Estimated Annual Cost and Net Values of Major Volunteer Categories by Type, Region and Number of Readers

TOTALS

Type of Agency	Production		Repair*		Circulation		Reader Services		Outreach		Administration	
	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value
Multistate Center	$ 0	$ -	$ 0	$ -	$ 0	$ -	$ 0	$ -	$ 0	$ -	$ 0	$ -
Regional Library	298,776	1,242,343	49,937	- 4,414	51,749	226,285	6,375	53,362	11,681	-1,732	39,455	- 3,319
Subregional Library	51,341	103,430	2,994	17,513	39,579	33,585	9,228	12,681	437	422	657	10,949
Machine Lending Agency	10,115	164,585	3,990	- 1,703	4,254	2,047	103	11,198	257	4,764	851	- 294

TOTALS

Region	Production		Repair*		Circulation		Reader Services		Outreach		Administration	
	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value
Northern	$ 6,568	$469,543	$ 2,533	$ 3,052	$10,568	$123,466	$ -	$ -	$ 409	$ 1,878	$12,289	$ 3,736
Midlands	40,135	349,760	5,901	20,414	24,750	8,094	4,024	5,996	974	- 121	5,702	5,904
South	140,671	395,627	8,791	- 1,621	23,258	48,639	4,335	43,632	447	55	255	6,904
West	172,858	296,428	35,915	- 6,667	37,006	81,718	7,346	27,613	10,544	1,642	22,717	-9,208

TOTALS

Number of Readers	Production		Repair*		Circulation		Reader Services		Outreach		Administration	
	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value
0 - 500	$ 21,057	$171,067	$ 4,260	$ 2,818	$13,877	$ 13,742	$2,777	$13,230	$ 257	$ 4,820	$ 991	$ 1,671
501 - 1,000	15,732	12,383	-	-	20,258	5,980	5,439	42,095	0	613	392	82
1,001 - 5,000	138,913	491,366	6,832	13,466	27,665	23,417	3,138	4,642	3,461	-2,016	7,040	8,232
5,001 - 10,000	79,552	228,157	160	9,915	24,752	52,278	291	11,837	8,657	36	31,765	-8,754
10,001 - 99,999	104,978	608,385	45,669	-	9,029	166,501	4,058	5,439	-	-	773	6,146

---

*Does not include Telephone Pioneer data.

APPENDIX 4.8

Estimated Average Annual Cost and Average Net Value of Major Volunteer Categories by Region, Type of Agency and Number of Readers

AVERAGES

Region	Production		Repair*		Circulation		Reader Services		Outreach		Administration	
	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value
Northern	$ 316	$33,691	$ 560	$ 836	$ 880	$10,289	$ -	$ -	$ 204	$ 939	$2,048	$ 622
Midlands	536	23,832	631	2,000	1,767	422	804	627	487	-203	1,140	1,181
South	799	23,578	5,940	-3,550	1,368	2,226	361	3,328	149	18	127	2,566
West	2,992	30,528	5,288	- 414	2,846	6,286	1,224	3,770	1,506	234	3,786	-1,905

AVERAGES

Type of Agency	Production		Repair*		Circulation		Reader Services		Outreach		Administration	
	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value
Multistate Center	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Regional Library	8,864	49,751	3,861	-	1,871	13,572	910	5,727	1,297	- 303	3,287	- 706
Subregional Library	2,053	4,137	499	-	1,364	996	615	673	109	105	109	1,825
Machine Lending Agency	10,115	77,235	3,990	-	2,127	1,023	103	11,198	257	4,764	851	- 294

AVERAGES

Number of Readers	Production		Repair*		Circulation		Reader Services		Outreach		Administration	
	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value	Total Cost	Net Value
0 - 500	$ 4,211	$27,809	$1,420	$ 929	$1,734	$ 1,718	$ 555	$2,112	$ 128	$2,410	$ 330	$ 544
501 - 1,000	1,311	1,031	-	-	2,025	598	1,359	5,431	0	613	392	82
1,001 - 5,000	4,790	16,943	854	1,401	1,257	871	313	465	494	-	782	914
5,001 - 10,000	8,839	21,931	53	2,465	2,250	4,169	97	3,945	2,164	9	6,353	-2,518
10,001 - 99,999	13,122	66,140	6,524	-2,111	1,805	27,450	4,058	5,439	-	-	773	2,686

*Does not include Telephone Pioneer data.

APPENDIX 4.9

Interview Results

Volunteer Category	Most Effective*		Least Effective		Programs Experiencing Problems		Programs Difficult to Establish		Most Public Relations Input	
	Rank	% of Resp.	Rank	% of Resp.	Rank	% of Resp.	Rank	% of Resp.	Rank	% of Resp.
Production	1	20.8	1	5.9	2	12.7	1	12.2	1	24.9
Repair	2	18.1	1	5.9	1	15.4	4	3.2	2	9.5
Circulation	3	10.1	3	5.0	4	4.5	2	5.0	5	4.1
Reader Services	4	5.4	3	5.0	5	2.3	3	4.5	3	8.1
Outreach	5	.5	4	3.6	5	2.3	6	1.8	4	5.0
Administration	5	.5	2	5.4	3	6.3	5	2.3	6	2.3

1 = highest rank 6 = lowest

*The most frequently named tasks within the first two categories were: (1) narrators; (2) monitors and reviewers; and (3) TBM repair.

APPENDIX 4.10

ALA Standards and Other Questions by Region Agency Type and Number of Readers

The following are the percentage of agencies responding yes, no or some aspects only to Questions A3-A28 of the mail survey; please refer to the mail survey for each question which relates, in turn to ALA standards. The question number can be found in the upper left hand portion of the Table. The number of agencies and percent of agencies responding to each question are in the boxes while the possible answers are on the left side of the Table and the breakdown (agency type, region and number of readers) is on the top side of each Table. Regarding Number of Readers (codeword NREAD):

1 = 0 - 500
2 = 501 - 1,000
3 = 1,001 - 5,000
4 = 5,001 - 10,000
5 = 10,001 - 99,999

Questions A3-A28 by Agency Type

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                          09/04/80        PAGE   16

FILE   NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    A3                                                           BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                      REGION
             COUNT   I
            COL PCT  INORTHERN MIDLANDS SOUTH     WEST        ROW
                     I                                        TOTAL
                     I       1.I       2.I       3.I       4.I
A3          --------I--------I--------I--------I--------I
                  1. I    17  I    21  I    22  I    15  I     75
  YES                I  65.4  I  56.8  I  51.2  I  78.9  I   60.0
                    -I--------I--------I--------I--------I
                  2. I     5  I     7  I     7  I     1  I     20
  NO                 I  19.2  I  18.9  I  16.3  I   5.3  I   16.0
                    -I--------I--------I--------I--------I
                  3. I     4  I     9  I    14  I     3  I     30
  SOME ASPECTS       I  15.4  I  24.3  I  32.6  I  15.8  I   24.0
                    -I--------I--------I--------I--------I
             COLUMN       26        37        43        19      125
              TOTAL     20.8      29.6      34.4      15.2    100.0

NUMBER OF MISSING OBSERVATIONS =       50
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                                  09/04/80        PAGE   17

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A4                                                                BY  REGION     REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      REGION
            COUNT   I
           COL PCT  INORTHERN MIDLANDS SOUTH    WEST        ROW
                    I                                       TOTAL
                    I       1.I       2.I       3.I       4.I
A4          --------I---------I---------I---------I---------I
               1.   I     3   I     4   I     7   I     4   I      18
  YES               I  11.5   I  10.8   I  17.1   I  20.0   I    14.5
                   -I---------I---------I---------I---------I
               2.   I    18   I    30   I    29   I    12   I      89
  NO                I  69.2   I  81.1   I  70.7   I  60.0   I    71.8
                   -I---------I---------I---------I---------I
               3.   I     5   I     3   I     5   I     4   I      17
  SOME ASPECTS      I  19.2   I   8.1   I  12.2   I  20.0   I    13.7
                   -I---------I---------I---------I---------I
            COLUMN        26        37        41        20        124
             TOTAL      21.0      29.8      33.1      16.1      100.0

NUMBER OF MISSING OBSERVATIONS =       51
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE G156.1                           09/04/80        PAGE   18

FILE   NONAME   (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   AS                                                              BY REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                 REGION
         COUNT  I
        COL PCT INORTHERN MIDLANDS SOUTH    WEST       ROW
                I                                     TOTAL
                I      1.I      2.I      3.I      4.I
AS      --------I--------I--------I--------I--------I
             1. I     5  I    18  I    19  I    11  I    53
  YES           I  19.2  I  48.6  I  44.2  I  55.0  I  42.1
               -I--------I--------I--------I--------I
             2. I    21  I    17  I    24  I     8  I    70
  NO            I  80.8  I  45.9  I  55.8  I  40.0  I  55.6
               -I--------I--------I--------I--------I
             3. I     0  I     2  I     0  I     1  I     3
  SOME ASPECTS  I   0.0  I   5.4  I   0.0  I   5.0  I   2.4
               -I--------I--------I--------I--------I
         COLUMN      26       37       43       20      126
          TOTAL    20.6     29.4     34.1     15.9    100.0

NUMBER OF MISSING OBSERVATIONS =       49
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                       09/04/80        PAGE   19

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
     ASA                                                              BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                  REGION
          COUNT   I
          COL PCT INORTHERN MIDLANDS SOUTH     WEST        ROW
                  I                                        TOTAL
                  I        1.I       2.I       3.I       4.I
ASA       --------I--------I---------I---------I---------I
             1.   I      1  I      5  I      8  I      7  I     21
  YES            -I   20.0  I   22.7  I   42.1  I   58.3  I   36.2
                 -I---------I---------I---------I---------I
             2.   I      4  I     17  I     11  I      5  I     37
  NO              I   80.0  I   77.3  I   57.9  I   41.7  I   63.8
                 -I---------I---------I---------I---------I
          COLUMN         5        22        19        12       58
          TOTAL        8.6      37.9      32.8      20.7    100.0

NUMBER OF MISSING OBSERVATIONS =      117
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                             09/04/80        PAGE   20

FILE   NONAME   (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    ASH                                                          BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF

                    REGION
           COUNT   I
           COL PCT INORTHERN MIDLANDS SOUTH    WEST       ROW
                   I                                      TOTAL
                   I       1.I      2.I      3.I      4.I
ASH        --------I--------I--------I--------I--------I
                1. I     1  I     5  I     3  I     1  I     10
  YES              I  20.0  I  22.7  I  15.8  I   8.3  I   17.2
                  -I--------I--------I--------I--------I
                2. I     4  I    17  I    16  I    10  I     47
  NO               I  80.0  I  77.3  I  84.2  I  83.3  I   81.0
                  -I--------I--------I--------I--------I
                3. I     0  I     0  I     0  I     1  I      1
  SOME ASPECTS     I   0.0  I   0.0  I   0.0  I   8.3  I    1.7
                  -I--------I--------I--------I--------I
          COLUMN         5       22       19       12        58
           TOTAL       8.6     37.9     32.8     20.7     100.0

NUMBER OF MISSING OBSERVATIONS =      117
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                  09/04/80        PAGE   21

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   ASC                                                            BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    REGION
            COUNT  I
          COL PCT  INORTHERN MIDLANDS SOUTH     WEST        ROW
                   I                                        TOTAL
                   I       1.I      2.I      3.I      4.I
ASC       ---------I---------I--------I---------I---------I
               1.  I    5    I   21   I   19    I   12    I    57
  YES              I 100.0   I  95.5  I 100.0   I 100.0   I   98.3
                  -I---------I--------I---------I---------I
               2.  I    0    I    1   I    0    I    0    I     1
  NO               I   0.0   I   4.5  I   0.0   I   0.0   I    1.7
                  -I---------I--------I---------I---------I
           COLUMN       5        22       19        12         58
           TOTAL       8.6      37.9     32.8      20.7      100.0

NUMBER OF MISSING OBSERVATIONS =      117
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                          09/04/80        PAGE   22

FILE   NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
   ASD                                                                    BY  REGION     REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1


                      REGION
             COUNT  I
            COL PCT IMORTHERN MIDLANDS SOUTH     WEST        ROW
                    I                                        TOTAL
                    I      1.I      2.I      3.I      4.I
ASD         --------I--------I--------I--------I--------I
               1.   I    4   I   16   I    9   I    5   I    34
  YES               I  80.0  I  72.7  I  47.4  I  41.7  I   58.6
                   -I--------I--------I--------I--------I
               2.   I    1   I    5   I    8   I    5   I    19
  NO                I  20.0  I  22.7  I  42.1  I  41.7  I   32.8
                   -I--------I--------I--------I--------I
               3.   I    0   I    1   I    2   I    2   I     5
  SOME ASPECTS      I   0.0  I   4.5  I  10.5  I  16.7  I    8.6
                   -I--------I--------I--------I--------I
            COLUMN       5        22        19        12        58
             TOTAL      8.6      37.9      32.8      20.7     100.0

NUMBER OF MISSING OBSERVATIONS =     117
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE G156.1                               09/04/80        PAGE   23

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    A6                                                        BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  REGION
          COUNT  I
          COL PCT INORTHERN MIDLANDS SOUTH    WEST       ROW
                 I                                       TOTAL
                 I       1.I       2.I       3.I       4.I
A6       --------I---------I---------I---------I---------I
               1.I       9 I       5 I      10 I      11 I      35
  YES            I    45.0 I    14.3 I    25.0 I    57.9 I    30.7
                -I---------I---------I---------I---------I
               2.I      10 I      24 I      20 I       6 I      60
  NO             I    50.0 I    68.6 I    50.0 I    31.6 I    52.6
                -I---------I---------I---------I---------I
               3.I       1 I       6 I      10 I       2 I      19
  SOME ASPECTS   I     5.0 I    17.1 I    25.0 I    10.5 I    16.7
                -I---------I---------I---------I---------I
          COLUMN        20        35        40        19      114
           TOTAL      17.5      30.7      35.1      16.7    100.0

NUMBER OF MISSING OBSERVATIONS =       61
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                  09/04/80        PAGE   24
FILE    NONAME    (CREATION DATE = 09/04/80)
* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   A7                                                             BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE  1 OF  1

                    REGION
              COUNT I
            COL PCT INORTHERN MIDLANDS SOUTH     WEST         ROW
                    I                                          TOTAL
                    I       1.I       2.I       3.I       4.I
A7          --------I---------I---------I---------I---------I
                 1. I     5   I     6   I    11   I     7   I     29
  YES               I  25.0   I  17.1   I  27.5   I  38.9   I   25.7
                   -I---------I---------I---------I---------I
                 2. I    13   I    27   I    23   I     9   I     72
  NO                I  65.0   I  77.1   I  57.5   I  50.0   I   63.7
                   -I---------I---------I---------I---------I
                 3. I     2   I     2   I     6   I     2   I     12
  SOME ASPECTS      I  10.0   I   5.7   I  15.0   I  11.1   I   10.6
                   -I---------I---------I---------I---------I
             COLUMN       20        35        40        18        113
              TOTAL     17.7      31.0      35.4      15.9      100.0

NUMBER OF MISSING OBSERVATIONS =       62
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                     09/04/80        PAGE   25

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   AB                                                          BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   REGION
          COUNT  I
          COL PCT IORTHERN MIDLANDS SOUTH     WEST         ROW
                 I                                         TOTAL
                 I      1.I      2.I      3.I      4.I
AB        --------I--------I--------I--------I--------I
             1.  I     1  I     3  I     2  I     4  I     10
  YES            I   5.0  I   8.6  I   5.0  I  22.2  I    8.8
                -I--------I--------I--------I--------I
             2.  I    19  I    32  I    38  I    14  I    103
  NO             I  95.0  I  91.4  I  95.0  I  77.8  I   91.2
                -I--------I--------I--------I--------I
          COLUMN      20       35       40       18      113
           TOTAL    17.7     31.0     35.4     15.9    100.0

NUMBER OF MISSING OBSERVATIONS =      62
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                              09/04/80       PAGE   26

FILE   NONAME   (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A9                                                          BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                   REGION
          COUNT   I
         COL PCT  INORTHERN MIDLANDS SOUTH    WEST       ROW
                  I                                      TOTAL
                  I       1.I       2.I       3.I       4.I
A9        --------I--------I--------I--------I--------I
              1.  I      6 I      8 I      7 I      8 I     29
  YES             I   30.0 I   22.9 I   17.1 I   42.1 I   25.2
                 -I--------I--------I--------I--------I
              2.  I     13 I     26 I     31 I      9 I     79
  NO              I   65.0 I   74.3 I   75.6 I   47.4 I   68.7
                 -I--------I--------I--------I--------I
              3.  I      1 I      1 I      3 I      2 I      7
  SOME ASPECTS    I    5.0 I    2.9 I    7.3 I   10.5 I    6.1
                 -I--------I--------I--------I--------I
          COLUMN        20       35       41       19      115
           TOTAL      17.4     30.4     35.7     16.5    100.0

NUMBER OF MISSING OBSERVATIONS =       60
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                 09/04/80        PAGE   27

FILE   NONAME   (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   A10                                                                  BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      REGION
             COUNT  I
            COL PCT INORTHERN MIDLANDS SOUTH    WEST         ROW
                    I                                        TOTAL
                    I       1.I       2.I       3.I       4.I
A10         --------I---------I---------I---------I---------I
                 1. I      7  I     12  I     18  I      8  I     45
  YES               I   35.0  I   34.3  I   43.9  I   44.4  I   39.5
                   -I---------I---------I---------I---------I
                 2. I     11  I     19  I     16  I      8  I     54
  NO                I   55.0  I   54.3  I   39.0  I   44.4  I   47.4
                   -I---------I---------I---------I---------I
                 3. I      2  I      4  I      7  I      2  I     15
  SOME ASPECTS      I   10.0  I   11.4  I   17.1  I   11.1  I   13.2
                   -I---------I---------I---------I---------I
            COLUMN        20        35        41        18       114
             TOTAL      17.5      30.7      36.0      15.8     100.0

NUMBER OF MISSING OBSERVATIONS =       61
```

```
* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   A11A                                                               BY REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                      REGION
            COUNT    I
            COL PCT  INORTHERN MIDLANDS SOUTH     WEST        ROW
                     I                                        TOTAL
                     I       1.I       2.I       3.I       4.I
A11A        ---------I---------I---------I---------I---------I
                 1.  I      4  I      7  I     13  I      9  I     33
  YES                I   23.5  I   20.0  I   32.5  I   50.0  I   30.0
                    -I---------I---------I---------I---------I
                 2.  I     12  I     26  I     25  I      7  I     70
  NO                 I   70.6  I   74.3  I   62.5  I   38.9  I   63.6
                    -I---------I---------I---------I---------I
                 3.  I      1  I      2  I      2  I      2  I      7
  SOME ASPECTS       I    5.9  I    5.7  I    5.0  I   11.1  I    6.4
                    -I---------I---------I---------I---------I
            COLUMN         17        35        40        18       110
             TOTAL       15.5      31.8      36.4      16.4     100.0

NUMBER OF MISSING OBSERVATIONS =       65
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                      09/04/80        PAGE   29

FILE   NONAME   (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A11B                                                                BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE  1 OF  1

                         REGION

                 COUNT   I
                 COL PCT INORTHERN MIDLANDS SOUTH     WEST        ROW
                         I                                        TOTAL
                         I       1.I       2.I       3.I       4.I
A11B             --------I--------I--------I--------I--------I
                     1.  I    11  I    14  I    19  I    13  I     57
  YES                    I  57.9  I  41.2  I  48.7  I  72.2  I   51.8
                        -I--------I--------I--------I--------I
                     2.  I     7  I    18  I    19  I     5  I     49
  NO                     I  36.8  I  52.9  I  48.7  I  27.8  I   44.5
                        -I--------I--------I--------I--------I
                     3.  I     1  I     2  I     1  I     0  I      4
  SOME ASPECTS           I   5.3  I   5.9  I   2.6  I   0.0  I    3.6
                        -I--------I--------I--------I--------I
                 COLUMN       19        34        39        18      110
                  TOTAL     17.3      30.9      35.5      16.4    100.0

NUMBER OF MISSING OBSERVATIONS =       65
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                   09/04/80        PAGE   30

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    A12                                                         BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                    REGION
            COUNT  I
            COL PCT IMORTHERN MIDLANDS SOUTH    WEST       ROW
                    I                                      TOTAL
                    I        1.I      2.I      3.I      4.I
A12         --------I--------I--------I--------I--------I
                 1. I      6 I      8 I      9 I      5 I     28
  YES               I  33.3  I  22.9  I  22.0  I  27.8  I   25.0
                   -I--------I--------I--------I--------I
                 2. I     10 I     25 I     26 I      9 I     70
  NO                I  55.6  I  71.4  I  63.4  I  50.0  I   62.5
                   -I--------I--------I--------I--------I
                 3. I      2 I      2 I      6 I      4 I     14
  SOME ASPECTS      I  11.1  I   5.7  I  14.6  I  22.2  I   12.5
                   -I--------I--------I--------I--------I
            COLUMN        18       35       41       18      112
             TOTAL      16.1     31.3     36.6     16.1    100.0

NUMBER OF MISSING OBSERVATIONS =      63
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                   09/04/80        PAGE   31

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    A13                                                          BY  REGION     REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      REGION

              COUNT  I
            COL PCT  INORTHERN MIDLANDS SOUTH     WEST         ROW
                     I                                         TOTAL
                     I      1.I      2.I      3.I      4.I
A13          --------I--------I--------I--------I--------I
                 1.  I     5  I     5  I     5  I     3  I      18
  YES                I  26.3  I  14.3  I  12.5  I  16.7  I    16.1
                    -I--------I--------I--------I--------I
                 2.  I    13  I    28  I    33  I    11  I      85
  NO                 I  68.4  I  80.0  I  82.5  I  61.1  I    75.9
                    -I--------I--------I--------I--------I
                 3.  I     1  I     2  I     2  I     4  I       9
  SOME ASPECTS       I   5.3  I   5.7  I   5.0  I  22.2  I     8.0
                    -I--------I--------I--------I--------I
             COLUMN       19       35       40       18       112
              TOTAL     17.0     31.3     35.7     16.1     100.0

NUMBER OF MISSING OBSERVATIONS =      63
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                           09/04/80        PAGE   32

FILE   NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A14                                                          BY  REGION     REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     REGION
             COUNT  I
            COL PCT INORTHERN MIDLANDS SOUTH     WEST       ROW
                    I                                       TOTAL
                    I       1.I       2.I       3.I       4.I
A14         --------I---------I---------I---------I---------I
                 1. I     8   I    17   I    21   I    10   I     56
  YES               I  42.1   I  48.6   I  51.2   I  58.8   I   50.0
                   -I---------I---------I---------I---------I
                 2. I     8   I    17   I    17   I     3   I     45
  NO                I  42.1   I  48.6   I  41.5   I  17.6   I   40.2
                   -I---------I---------I---------I---------I
                 3. I     3   I     1   I     3   I     4   I     11
  SOME ASPECTS      I  15.8   I   2.9   I   7.3   I  23.5   I    9.8
                   -I---------I---------I---------I---------I
             COLUMN      19        35        41        17        112
              TOTAL    17.0      31.3      36.6      15.2      100.0

NUMBER OF MISSING OBSERVATIONS =       63
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE G156.1                                        09/04/80        PAGE   33

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   A15                                                               BY  REGION     REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     REGION
              COUNT  I
            COL PCT  INORTHERN MIDLANDS SOUTH     WEST        ROW
                     I                                        TOTAL
                     I       1.I      2.I      3.I      4.I
A15          --------I--------I--------I--------I--------I
                  1.  I     9  I    15  I    15  I     6  I     45
  YES                 I  50.0  I  42.9  I  37.5  I  35.3  I   40.9
                     -I--------I--------I--------I--------I
                  2.  I     8  I    18  I    20  I     4  I     50
  NO                  I  44.4  I  51.4  I  50.0  I  23.5  I   45.5
                     -I--------I--------I--------I--------I
                  3.  I     1  I     2  I     5  I     7  I     15
  SOME ASPECTS        I   5.6  I   5.7  I  12.5  I  41.2  I   13.6
                     -I--------I--------I--------I--------I
             COLUMN         18       35       40       17      110
              TOTAL       16.4     31.8     36.4     15.5    100.0

NUMBER OF MISSING OBSERVATIONS =        65
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                              09/04/80        PAGE   34

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   A16                                                           BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                      REGION
               COUNT  I
             COL PCT  INORTHERN MIDLANDS SOUTH    WEST       ROW
                      I                                     TOTAL
                      I       1.I      2.I      3.I      4.I
A16           --------I--------I--------I--------I--------I
                  1.  I    15  I    20  I    30  I    14  I    79
  YES                 I  78.9  I  58.8  I  75.0  I  82.4  I  71.8
                     -I--------I--------I--------I--------I
                  2.  I     3  I    13  I     9  I     3  I    28
  NO                  I  15.8  I  38.2  I  22.5  I  17.6  I  25.5
                     -I--------I--------I--------I--------I
                  3.  I     1  I     1  I     1  I     0  I     3
  SOME ASPECTS        I   5.3  I   2.9  I   2.5  I   0.0  I   2.7
                     -I--------I--------I--------I--------I
              COLUMN        19       34       40       17      110
               TOTAL      17.3     30.9     36.4     15.5    100.0

NUMBER OF MISSING OBSERVATIONS =        65
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                              09/04/80        PAGE   35

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * *
   A17                                                      BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                 REGION
         COUNT   I
         COL PCT INORTHERN MIDLANDS SOUTH    WEST       ROW
                 I                                      TOTAL
                 I       1.I      2.I      3.I      4.I
A17      --------I--------I--------I--------I--------I
              1. I    13  I    22  I    35  I    12  I     82
  YES            I  76.5  I  66.7  I  87.5  I  70.6  I   76.6
                -I--------I--------I--------I--------I
              2. I     2  I     8  I     3  I     2  I     15
  NO             I  11.8  I  24.2  I   7.5  I  11.8  I   14.0
                -I--------I--------I--------I--------I
              3. I     2  I     3  I     2  I     3  I     10
  SOME ASPECTS   I  11.8  I   9.1  I   5.0  I  17.6  I    9.3
                -I--------I--------I--------I--------I
         COLUMN       17       33       40       17       107
          TOTAL     15.9     30.8     37.4     15.9     100.0

NUMBER OF MISSING OBSERVATIONS =       68
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                   09/04/80        PAGE   36

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
   A18                                                          BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    REGION
           COUNT   I
          COL PCT  INORTHERN MIDLANDS SOUTH     WEST        ROW
                   I                                       TOTAL
                   I       1.I      2.I      3.I      4.I
A18        --------I--------I--------I--------I--------I
               1.  I    2   I    4   I    3   I    1   I     10
  YES              I  10.0  I  11.4  I   7.3  I   5.6  I    8.8
                  -I--------I--------I--------I--------I
               2.  I   18   I   31   I   37   I   15   I    101
  NO               I  90.0  I  88.6  I  90.2  I  83.3  I   88.6
                  -I--------I--------I--------I--------I
               3.  I    0   I    0   I    1   I    2   I      3
  SOME ASPECTS     I   0.0  I   0.0  I   2.4  I  11.1  I    2.6
                  -I--------I--------I--------I--------I
          COLUMN        20       35       41       18       114
           TOTAL      17.5     30.7     36.0     15.8     100.0

NUMBER OF MISSING OBSERVATIONS =       61
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE G156.1                              09/04/80        PAGE   37

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
   A19                                                          BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                      REGION
               COUNT  I
             COL PCT  INORTHERN MIDLANDS SOUTH     WEST         ROW
                      I                                         TOTAL
                      I       1.I       2.I       3.I       4.I
A19          ---------I---------I---------I---------I---------I
                   1. I    13   I    21   I    27   I    14   I    75
  YES                 I  72.2   I  63.6   I  65.9   I  82.4   I  68.8
                     -I---------I---------I---------I---------I
                   2. I     4   I    11   I     8   I     1   I    24
  NO                  I  22.2   I  33.3   I  19.5   I   5.9   I  22.0
                     -I---------I---------I---------I---------I
                   3. I     1   I     1   I     6   I     2   I    10
  SOME ASPECTS        I   5.6   I   3.0   I  14.6   I  11.8   I   9.2
                     -I---------I---------I---------I---------I
              COLUMN       18        33        41        17       109
              TOTAL      16.5      30.3      37.6      15.6     100.0

NUMBER OF MISSING OBSERVATIONS =       66
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                   09/04/80        PAGE   38

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   A20                                                          BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      REGION
                COUNT  I
              COL PCT  INORTHERN MIDLANDS SOUTH     WEST       ROW
                       I                                       TOTAL
                       I      1.I      2.I      3.I      4.I
A20            --------I--------I--------I--------I--------I
                  1.   I    10  I    27  I    33  I    12  I     82
  YES                  I  55.6  I  79.4  I  80.5  I  70.6  I   74.5
                      -I--------I--------I--------I--------I
                  2.   I     3  I     4  I     6  I     2  I     15
  NO                   I  16.7  I  11.8  I  14.6  I  11.8  I   13.6
                      -I--------I--------I--------I--------I
                  3.   I     5  I     3  I     2  I     3  I     13
  SOME ASPECTS         I  27.8  I   8.8  I   4.9  I  17.6  I   11.8
                      -I--------I--------I--------I--------I
               COLUMN       18       34       41       17       110
                TOTAL     16.4     30.9     37.3     15.5     100.0

NUMBER OF MISSING OBSERVATIONS =       65
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                        09/04/80         PAGE   39

FILE   NONAME   (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   A21                                                             BY  REGION     REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                           REGION
                  COUNT   I
                  COL PCT IMORTHERN MIDLANDS SOUTH    WEST       ROW
                          I                                      TOTAL
                          I      1.I      2.I      3.I      4.I
A21               --------I--------I--------I--------I--------I
                      1.  I    11  I    17  I    24  I    13  I     65
  YES                     I  61.1  I  51.5  I  61.5  I  72.2  I   60.2
                         -I--------I--------I--------I--------I
                      2.  I     7  I    12  I     8  I     2  I     29
  NO                      I  38.9  I  36.4  I  20.5  I  11.1  I   26.9
                         -I--------I--------I--------I--------I
                      3.  I     0  I     4  I     7  I     3  I     14
  SOME ASPECTS            I   0.0  I  12.1  I  17.9  I  16.7  I   13.0
                         -I--------I--------I--------I--------I
                  COLUMN       18       33       39       18      108
                   TOTAL     16.7     30.6     36.1     16.7    100.0

NUMBER OF MISSING OBSERVATIONS =       67
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                          09/04/80        PAGE   40

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A22                                                          BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     REGION
             COUNT  I
            COL PCT IN0RTHERN MIDLANDS SOUTH     WEST        ROW
                    I                                        TOTAL
                    I        1.I       2.I       3.I       4.I
A22         --------I--------I---------I---------I---------I
                 1. I     7  I    12   I    13   I     7   I     39
  YES               I  36.8  I  34.3   I  32.5   I  38.9   I   34.8
                   -I--------I---------I---------I---------I
                 2. I    11  I    23   I    26   I    11   I     71
  NO                I  57.9  I  65.7   I  65.0   I  61.1   I   63.4
                   -I--------I---------I---------I---------I
                 3. I     1  I     0   I     1   I     0   I      2
  SOME ASPECTS      I   5.3  I   0.0   I   2.5   I   0.0   I    1.8
                   -I--------I---------I---------I---------I
            COLUMN       19        35        40        18        112
             TOTAL     17.0      31.3      35.7      16.1      100.0

NUMBER OF MISSING OBSERVATIONS =       63
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                  09/04/80       PAGE   41

FILE   NONAME   (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A23                                                             BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     REGION
           COUNT    I
           COL PCT  INORTHERN MIDLANDS SOUTH     WEST        ROW
                    I                                        TOTAL
                    I       1.I       2.I       3.I       4.I
A23        ---------I---------I---------I---------I---------I
                 1. I     5   I     7   I    10   I     5   I     27
  YES               I   83.3  I   50.0  I   62.5  I   71.4  I   62.8
                   -I---------I---------I---------I---------I
                 2. I     1   I     6   I     6   I     2   I     15
  NO                I   16.7  I   42.9  I   37.5  I   28.6  I   34.9
                   -I---------I---------I---------I---------I
                 3. I     0   I     1   I     0   I     0   I      1
  SOME ASPECTS      I    0.0  I    7.1  I    0.0  I    0.0  I    2.3
                   -I---------I---------I---------I---------I
           COLUMN          6        14        16         7        43
            TOTAL       14.0      32.6      37.2      16.3     100.0

NUMBER OF MISSING OBSERVATIONS =       132
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE G156.1                                  09/04/80        PAGE   42

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    A24                                                          BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      REGION
             COUNT  I
           COL PCT  INORTHERN MIDLANDS SOUTH     WEST        ROW
                    I                                        TOTAL
                    I       1.I       2.I       3.I       4.I
A24        --------I--------I--------I--------I--------I
                 1. I       1 I       5 I       6 I       3 I      15
  YES               I    6.3  I   15.2  I   15.0  I   16.7  I    14.0
                   -I--------I--------I--------I--------I
                 2. I      14 I      28 I      34 I      15 I      91
  NO                I   87.5  I   84.8  I   85.0  I   83.3  I    85.0
                   -I--------I--------I--------I--------I
                 3. I       1 I       0 I       0 I       0 I       1
  SOME ASPECTS      I    6.3  I    0.0  I    0.0  I    0.0  I     0.9
                   -I--------I--------I--------I--------I
            COLUMN        16        33        40        18      107
             TOTAL      15.0      30.8      37.4      16.8    100.0

NUMBER OF MISSING OBSERVATIONS =        68
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                               09/04/80        PAGE   43

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   A25                                                         BY  REGION     REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    REGION
            COUNT  I
          COL PCT  INORTHERN MIDLANDS SOUTH     WEST        ROW
                   I                                        TOTAL
                   I       1.I      2.I      3.I      4.I
A25       ---------I--------I--------I--------I--------I
               1.  I      1 I      3 I      3 I      1 I       8
  YES              I  50.0 I  30.0 I  37.5 I  33.3 I    34.8
                  -I--------I--------I--------I--------I
               2.  I      1 I      7 I      5 I      2 I      15
  NO               I  50.0 I  70.0 I  62.5 I  66.7 I    65.2
                  -I--------I--------I--------I--------I
           COLUMN         2       10        8        3       23
            TOTAL       8.7     43.5     34.8     13.0    100.0

NUMBER OF MISSING OBSERVATIONS =      152
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                   09/04/80        PAGE   44

FILE   NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    A26                                                       BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                         REGION
                COUNT  I
               COL PCT INORTHERN MIDLANDS SOUTH     WEST         ROW
                       I                                         TOTAL
                       I       1.I      2.I      3.I      4.I
A26            --------I--------I--------I--------I--------I
                    1. I    12  I    21  I    26  I    17  I     76
  YES                  I  66.7  I  61.8  I  66.7  I  94.4  I   69.7
                      -I--------I--------I--------I--------I
                    2. I     6  I    13  I    12  I     1  I     32
  NO                   I  33.3  I  38.2  I  30.8  I   5.6  I   29.4
                      -I--------I--------I--------I--------I
                    3. I     0  I     0  I     1  I     0  I      1
  SOME ASPECTS         I   0.0  I   0.0  I   2.6  I   0.0  I    0.9
                      -I--------I--------I--------I--------I
                COLUMN      18       34       39       18       109
                 TOTAL    16.5     31.2     35.8     16.5     100.0

NUMBER OF MISSING OBSERVATIONS =       66
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                    09/04/80        PAGE   45

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
   A27                                                              BY  REGION     REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  REGION
          COUNT   I
        COL PCT   INORTHERN MIDLANDS SOUTH    WEST         ROW
                  I                                        TOTAL
                  I       1.I       2.I       3.I       4.I
A27       --------I--------I--------I--------I--------I
             1.   I      0 I      3 I      0 I      0 I        3
  YES             I    0.0 I   13.6 I    0.0 I    0.0 I      3.9
                 -I--------I--------I--------I--------I
             2.   I     12 I     18 I     27 I     15 I       72
  NO              I  100.0 I   81.8 I   96.4 I  100.0 I     93.5
                 -I--------I--------I--------I--------I
             3.   I      0 I      1 I      1 I      0 I        2
  SOME ASPECTS    I    0.0 I    4.5 I    3.6 I    0.0 I      2.6
                 -I--------I--------I--------I--------I
          COLUMN        12       22       28       15         77
           TOTAL      15.6     28.6     36.4     19.5      100.0

NUMBER OF MISSING OBSERVATIONS =       98
```

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CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                  09/04/80        PAGE   46

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   A27A                                                           BY  REGION    REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                 REGION
          COUNT  I
        COL PCT  INORTHERN MIDLANDS SOUTH    WEST       ROW
                 I                                      TOTAL
                 I      1.I      2.I      3.I      4.I
A27A     --------I--------I--------I--------I--------I
            1.   I    10  I    14  I    18  I    12  I     54
  YES            I  83.3  I  73.7  I  66.7  I  80.0  I   74.0
                -I--------I--------I--------I--------I
            2.   I     2  I     4  I     8  I     1  I     15
  NO             I  16.7  I  21.1  I  29.6  I   6.7  I   20.5
                -I--------I--------I--------I--------I
            3.   I     0  I     1  I     1  I     2  I      4
  SOME ASPECTS   I   0.0  I   5.3  I   3.7  I  13.3  I    5.5
                -I--------I--------I--------I--------I
         COLUMN      12       19       27       15         73
          TOTAL    16.4     26.0     37.0     20.5      100.0

NUMBER OF MISSING OBSERVATIONS =      102
```

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CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                              09/04/80        PAGE   47

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   A2B                                                          BY  REGION     REGION OF COUNTRY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     REGION
            COUNT   I
            COL PCT INORTHERN MIDLANDS SOUTH     WEST       ROW
                    I                                        TOTAL
                    I      1.I      2.I      3.I      4.I
A2B         --------I--------I--------I--------I--------I
               1.   I     7  I     7  I     8  I     2  I     24
  YES               I  36.8  I  20.6  I  20.0  I  10.5  I   21.4
                   -I--------I--------I--------I--------I
               2.   I    12  I    24  I    30  I    16  I     82
  NO                I  63.2  I  70.6  I  75.0  I  84.2  I   73.2
                   -I--------I--------I--------I--------I
               3.   I     0  I     3  I     2  I     1  I      6
  SOME ASPECTS      I   0.0  I   8.8  I   5.0  I   5.3  I    5.4
                   -I--------I--------I--------I--------I
            COLUMN       19        34        40        19      112
             TOTAL     17.0      30.4      35.7      17.0    100.0

NUMBER OF MISSING OBSERVATIONS =       63
```

Questions A3-A28 by Region

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CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                        09/05/80        PAGE   16

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    A3                                                             BY  TYPE        TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     TYPE
             COUNT  I
           COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                    INAL              LEND ONL ATE CENT  TOTAL
                    I      1.I      2.I      3.I      5.I
A3          --------I--------I--------I--------I--------I
                1.  I    31  I    33  I     7  I     4  I    75
  YES               I  49.2  I  70.2  I  63.6  I 100.0  I  60.0
                   -I--------I--------I--------I--------I
                2.  I    16  I     4  I     0  I     0  I    20
  NO                I  25.4  I   8.5  I   0.0  I   0.0  I  16.0
                   -I--------I--------I--------I--------I
                3.  I    16  I    10  I     4  I     0  I    30
  SOME ASPECTS      I  25.4  I  21.3  I  36.4  I   0.0  I  24.0
                   -I--------I--------I--------I--------I
            COLUMN       63       47       11        4     125
             TOTAL     50.4     37.6      8.8      3.2   100.0

NUMBER OF MISSING OBSERVATIONS =       50
```

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CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                        09/05/80        PAGE   17

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    A4                                                           BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   TYPE
            COUNT  I
          COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                   INAL               LEND UNL ATE CENT  TOTAL
                   I      1.I      2.I      3.I      5.I
A4         --------I--------I--------I--------I--------I
               1.  I     7  I     7  I     3  I     1  I    18
  YES              I  11.3  I  14.6  I  30.0  I  25.0  I  14.5
                  -I--------I--------I--------I--------I
               2.  I    52  I    29  I     6  I     2  I    89
  NO               I  83.9  I  60.4  I  60.0  I  50.0  I  71.8
                  -I--------I--------I--------I--------I
               3.  I     3  I    12  I     1  I     1  I    17
  SOME ASPECTS     I   4.8  I  25.0  I  10.0  I  25.0  I  13.7
                  -I--------I--------I--------I--------I
            COLUMN      62       48       10        4      124
            TOTAL     50.0     38.7      8.1      3.2    100.0

NUMBER OF MISSING OBSERVATIONS =        51
```

```
FILE   NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    AS                                                          BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    TYPE
            COUNT  I
          COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                   INAL              LEND ONL ATE CENT  TOTAL
                   I      1.I      2.I      3.I      5.I
AS         --------I--------I--------I--------I--------I
               1.  I   20   I   26   I    5   I    2   I   53
  YES              I  31.7  I  53.1  I  50.0  I  50.0  I  42.1
                  -I--------I--------I--------I--------I
               2.  I   42   I   22   I    4   I    2   I   70
  NO               I  66.7  I  44.9  I  40.0  I  50.0  I  55.6
                  -I--------I--------I--------I--------I
               3.  I    1   I    1   I    1   I    0   I    3
  SOME ASPECTS     I   1.6  I   2.0  I  10.0  I   0.0  I   2.4
                  -I--------I--------I--------I--------I
           COLUMN       63       49       10        4      126
            TOTAL     50.0     38.9      7.9      3.2    100.0

NUMBER OF MISSING OBSERVATIONS =       49
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                          09/05/80        PAGE   19

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    ASA                                                                  BY  TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   TYPE
          COUNT   I
          COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                  INAL              LEND UNL ATE CENT  TOTAL
                  I      1.I      2.I      3.I      5.I
ASA       --------I--------I--------I--------I--------I
               1. I      0 I     15 I      4 I      2 I     21
  YES             I    0.0 I   51.7 I   66.7 I  100.0 I   36.2
                 -I--------I--------I--------I--------I
               2. I     21 I     14 I      2 I      0 I     37
  NO              I  100.0 I   48.3 I   33.3 I    0.0 I   63.8
                 -I--------I--------I--------I--------I
          COLUMN       21       29        6        2       58
           TOTAL     36.2     50.0     10.3      3.4    100.0

NUMBER OF MISSING OBSERVATIONS =      117
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                   09/05/80        PAGE   20

FILE    NONAME   (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   ASB                                                          BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                     TYPE
            COUNT   I
            COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                    INAL               LEND ONL ATE CENT  TOTAL
                    I       1.I      2.I      3.I      5.I
ASB         --------I--------I--------I--------I--------I
                 1. I      1 I      7 I      2 I      0 I     10
  YES               I    4.8 I   24.1 I   33.3 I    0.0 I   17.2
                   -I--------I--------I--------I--------I
                 2. I     20 I     21 I      4 I      2 I     47
  NO                I   95.2 I   72.4 I   66.7 I  100.0 I   81.0
                   -I--------I--------I--------I--------I
                 3. I      0 I      1 I      0 I      0 I      1
  SOME ASPECTS      I    0.0 I    3.4 I    0.0 I    0.0 I    1.7
                   -I--------I--------I--------I--------I
            COLUMN        21       29        6        2       58
             TOTAL      36.2     50.0     10.3      3.4    100.0

NUMBER OF MISSING OBSERVATIONS =      117
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                           09/05/80        PAGE   21

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    ASC                                                               BY  TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                    TYPE
           COUNT  I
           COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                   INAL               LEND ONL ATE CENT  TOTAL
                   I      1.I      2.I      3.I      5.I
ASC        --------I--------I--------I--------I--------I
              1.   I    21  I    28  I     6  I     2  I    57
   YES             I 100.0  I  96.6  I 100.0  I 100.0  I  98.3
                  -I--------I--------I--------I--------I
              2.   I     0  I     1  I     0  I     0  I     1
   NO              I   0.0  I   3.4  I   0.0  I   0.0  I   1.7
                  -I--------I--------I--------I--------I
           COLUMN       21       29        6        2       58
            TOTAL     36.2     50.0     10.3      3.4    100.0

NUMBER OF MISSING OBSERVATIONS =       117
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                09/05/80        PAGE  22

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
   ASD                                                          BY  TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                    TYPE
          COUNT   I
          COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                  INAL              LEND ONL ATE CENT  TOTAL
                  I      1.I      2.I      3.I      5.I
ASD       --------I--------I--------I--------I--------I
             1.   I    12  I    17  I     4  I     1  I    34
  YES             I  57.1  I  58.6  I  66.7  I  50.0  I  58.6
                 -I--------I--------I--------I--------I
             2.   I     8  I     9  I     1  I     1  I    19
  NO              I  38.1  I  31.0  I  16.7  I  50.0  I  32.8
                 -I--------I--------I--------I--------I
             3.   I     1  I     3  I     1  I     0  I     5
  SOME ASPECTS    I   4.8  I  10.3  I  16.7  I   0.0  I   8.6
                 -I--------I--------I--------I--------I
          COLUMN       21       29        6        2      58
           TOTAL     36.2     50.0     10.3      3.4   100.0

NUMBER OF MISSING OBSERVATIONS =      117
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                          09/05/80        PAGE    23

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    A6                                                                BY TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                      TYPE
             COUNT   I
             COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                     INAL               LEND ONL ATE CENT  TOTAL
                     I     1.I      2.I      3.I      5.I
A6           --------I--------I--------I--------I--------I
                  1. I     8  I    21  I     3  I     3  I    35
  YES                I  13.6  I  50.0  I  33.3  I  75.0  I  30.7
                    -I--------I--------I--------I--------I
                  2. I    41  I    13  I     5  I     1  I    60
  NO                 I  69.5  I  31.0  I  55.6  I  25.0  I  52.6
                    -I--------I--------I--------I--------I
                  3. I    10  I     8  I     1  I     0  I    19
  SOME ASPECTS       I  16.9  I  19.0  I  11.1  I   0.0  I  16.7
                    -I--------I--------I--------I--------I
             COLUMN       59       42        9        4      114
              TOTAL     51.8     36.8      7.9      3.5    100.0

NUMBER OF MISSING OBSERVATIONS =        61
```

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CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                    09/05/80        PAGE   24

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
   A7                                                                   BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                    TYPE
            COUNT  I
            COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                    INAL              LEND ONL ATE CENT  TOTAL
                    I      1.I      2.I      3.I      5.I
A7          --------I--------I--------I--------I--------I
                 1. I    12  I    14  I     2  I     1  I    29
   YES              I  20.3  I  34.1  I  22.2  I  25.0  I  25.7
                   -I--------I--------I--------I--------I
                 2. I    43  I    20  I     7  I     2  I    72
   NO               I  72.9  I  48.8  I  77.8  I  50.0  I  63.7
                   -I--------I--------I--------I--------I
                 3. I     4  I     7  I     0  I     1  I    12
   SOME ASPECTS     I   6.8  I  17.1  I   0.0  I  25.0  I  10.6
                   -I--------I--------I--------I--------I
            COLUMN      59       41        9        4      113
             TOTAL     52.2     36.3      8.0      3.5    100.0

NUMBER OF MISSING OBSERVATIONS =       62
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                    09/05/80        PAGE   25

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   AH                                                              BY  TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

               TYPE
        COUNT  I
      COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
               INAL               LEND ORL ATE CENT   TOTAL
               I      1.I      2.I      3.I      5.I
AJ     --------I--------I--------I--------I--------I
           1.  I     2  I     4  I     2  I     2  I     10
  YES          I   3.4  I   9.8  I  22.2  I  50.0  I    8.8
              -I--------I--------I--------I--------I
           2.  I    57  I    37  I     7  I     2  I    103
  NO           I  96.6  I  90.2  I  77.8  I  50.0  I   91.2
              -I--------I--------I--------I--------I
       COLUMN       59       41        9        4       113
        TOTAL     52.2     36.3      8.0      3.5     100.0

NUMBER OF MISSING OBSERVATIONS =        62
```

```
CREATE 6-156 SURVEY CONTROL SYSTEM ON FILE  6156.1                                          09/05/80        PAGE   26

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   A9          ,                                                           BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    TYPE
           COUNT  I
         COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                  INAL               LEND ONL ATE CENT  TOTAL
                  I      1.I      2.I      3.I      5.I
A9        --------I--------I--------I--------I--------I
              1.  I     8  I    17  I     3  I     1  I    29
  YES             I  13.6  I  39.5  I  33.3  I  25.0  I  25.2
                 -I--------I--------I--------I--------I
              2.  I.   48  I    23  I     6  I     2  I    79
  NO              I  81.4  I  53.5  I  66.7  I  50.0  I  68.7
                 -I--------I--------I--------I--------I
              3.  I     3  I     3  I     0  I     1  I     7
  SOME ASPECTS    I   5.1  I   7.0  I   0.0  I  25.0  I   6.1
                 -I--------I--------I--------I--------I
          COLUMN       59       43        9        4     115
           TOTAL     51.3     37.4      7.8      3.5   100.0

NUMBER OF MISSING OBSERVATIONS =       60
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE G156.1                                    09/05/80        PAGE   27

FILE   NONAME   (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   A10                                                                 BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                     TYPE
             COUNT  I
           COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                    INAL               LEND ONL ATE CENT  TOTAL
                    I      1.I      2.I      3.I      5.I
A10         --------I--------I--------I--------I--------I
                 1. I    21  I    18  I     4  I     2  I    45
  YES               I  35.6  I  42.9  I  44.4  I  50.0  I  39.5
                   -I--------I--------I--------I--------I
                 2. I    33  I    15  I     4  I     2  I    54
  NO                I  55.9  I  35.7  I  44.4  I  50.0  I  47.4
                   -I--------I--------I--------I--------I
                 3. I     5  I     9  I     1  I     0  I    15
  SOME ASPECTS      I   8.5  I  21.4  I  11.1  I   0.0  I  13.2
                   -I--------I--------I--------I--------I
            COLUMN       59       42        9        4     114
             TOTAL     51.8     36.8      7.9      3.5   100.0

NUMBER OF MISSING OBSERVATIONS =        61
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                09/05/80        PAGE   28

FILE   NONAME   (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    A11A                                                                  BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  TYPE
          COUNT  I
        COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                 INAL               LEND UNI ATE CENT  TOTAL
                 I      1.I      2.I      3.I      5.I
A11A     --------I--------I--------I--------I--------I
             1.  I    13  I    16  I     2  I     2  I    33
  YES            I  22.8  I  39.0  I  25.0  I  50.0  I  30.0
                -I--------I--------I--------I--------I
             2.  I    43  I    21  I     4  I     2  I    70
  NO             I  75.4  I  51.2  I  50.0  I  50.0  I  63.6
                -I--------I--------I--------I--------I
             3.  I     1  I     4  I     2  I     0  I     7
  SOME ASPECTS   I   1.8  I   9.8  I  25.0  I   0.0  I   6.4
                -I--------I--------I--------I--------I
         COLUMN       57       41        8        4     110
          TOTAL     51.8     37.3      7.3      3.6   100.0

NUMBER OF MISSING OBSERVATIONS =       65
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                              09/05/80        PAGE   29

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
   A11B                                                          BY  TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   TYPE
           COUNT  I
         COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                  INAL              LEND ONL ATE CENT  TOTAL
                  I      1.I      2.I      3.I      5.I
A11B      --------I--------I--------I--------I--------I
              1.  I    23  I    29  I     3  I     2  I     57
  YES             I  41.1  I  69.0  I  37.5  I  50.0  I   51.8
                 -I--------I--------I--------I--------I
              2.  I    31  I    11  I     5  I     2  I     49
  NO              I  55.4  I  26.2  I  62.5  I  50.0  I   44.5
                 -I--------I--------I--------I--------I
              3.  I     2  I     2  I     0  I     0  I      4
  SOME ASPECTS    I   3.6  I   4.8  I   0.0  I   0.0  I    3.6
                 -I--------I--------I--------I--------I
          COLUMN       56       42        8        4     110
           TOTAL     50.9     38.2      7.3      3.6   100.0

NUMBER OF MISSING OBSERVATIONS =        65
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                          09/05/80         PAGE   30

FILE   NONAME   (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    A12                                                                   BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                    TYPE
           COUNT   I
           COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                   INAL               LEND ONL ATE CENT  TOTAL
                   I      1.I      2.I      3.I      5.I
A12        --------I--------I--------I--------I--------I
                1. I     9  I    14  I     3  I     2  I    28
   YES             I  15.3  I  34.1  I  37.5  I  50.0  I  25.0
                  -I--------I--------I--------I--------I
                2. I    46  I    17  I     5  I     2  I    70
   NO              I  78.0  I  41.5  I  62.5  I  50.0  I  62.5
                  -I--------I--------I--------I--------I
                3. I     4  I    10  I     0  I     0  I    14
   SOME ASPECTS    I   6.8  I  24.4  I   0.0  I   0.0  I  12.5
                  -I--------I--------I--------I--------I
           COLUMN       59       41        8        4     112
            TOTAL     52.7     36.6      7.1      3.6   100.0

NUMBER OF MISSING OBSERVATIONS =       63
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                    09/05/80        PAGE   31

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    A13                                                                   BY  TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      TYPE
            COUNT   I
            COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                    INAL               LEND ONL ATE CENT  TOTAL
                    I      1.I      2.I      3.I      5.I
A13         --------I--------I--------I--------I--------I
                1.  I     3  I    11  I     2  I     2  I     18
  YES               I   5.1  I  26.2  I  28.6  I  50.0  I   16.1
                   -I--------I--------I--------I--------I
                2.  I    54  I    25  I     4  I     2  I     85
  NO                I  91.5  I  59.5  I  57.1  I  50.0  I   75.9
                   -I--------I--------I--------I--------I
                3.  I     2  I     6  I     1  I     0  I      9
  SOME ASPECTS      I   3.4  I  14.3  I  14.3  I   0.0  I    8.0
                   -I--------I--------I--------I--------I
            COLUMN       59       42        7        4      112
             TOTAL     52.7     37.5      6.3      3.6    100.0

NUMBER OF MISSING OBSERVATIONS =       63
```

```
CREATE G-156 SURVEY CONTROL SYSTEM (G) FILE  G156.1                                   09/05/80        PAGE   32

FILE   NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A14                                                       BY  TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE  1 OF  1

                    TYPE
            COUNT  I
          COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST    ROW
                   IONAL              LEND ONL ATE CENT   TOTAL
                   I       1.I      2.I      3.I      5.I
A14        --------I--------I--------I--------I--------I
               1.  I    24  I    25  I     5  I     2  I     56
  YES              I  40.7  I  59.5  I  71.4  I  50.0  I   50.0
                  -I--------I--------I--------I--------I
               2.  I    30  I    13  I     2  I     0  I     45
  NO               I  50.8  I  31.0  I  28.6  I   0.0  I   40.2
                  -I--------I--------I--------I--------I
               3.  I     5  I     4  I     0  I     2  I     11
  SOME ASPECTS     I   8.5  I   9.5  I   0.0  I  50.0  I    9.8
                  -I--------I--------I--------I--------I
           COLUMN        59       42        7        4      112
            TOTAL      52.7     37.5      6.3      3.6    100.0

NUMBER OF MISSING OBSERVATIONS =        63
```

```
CREATE 6-156 SURVEY CONTROL SYSTEM ON FILE  6156.1                                     09/05/80        PAGE   33

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * * *
   A15                                                                   BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   TYPE
         COUNT   I
         COL PCT ISUBREGIO REGIONAL MACHINE   MULTI-ST   ROW
                 INAL               LEND ONL ATE CENT  TOTAL
                 I       1.I       2.I       3.I       5.I
A15     ---------I---------I---------I---------I---------I
              1. I    23   I    16   I     3   I     3   I    45
   YES           I  39.7   I  39.0   I  42.9   I  75.0   I  40.9
                -I---------I---------I---------I---------I
              2. I    29   I    17   I     3   I     1   I    50
   NO            I  50.0   I  41.5   I  42.9   I  25.0   I  45.5
                -I---------I---------I---------I---------I
              3. I     6   I     8   I     1   I     0   I    15
   SOME ASPECTS  I  10.3   I  19.5   I  14.3   I   0.0   I  13.6
                -I---------I---------I---------I---------I
          COLUMN      58        41         7         4      110
           TOTAL    52.7      37.3       6.4       3.6    100.0

NUMBER OF MISSING OBSERVATIONS =        65
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                    09/05/80         PAGE   34

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   A16                                                          BY  TYPE        TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  TYPE
         COUNT   I
         COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                 INAL              LEND ONL ATE CENT  TOTAL
                 I      1.I      2.I      3.I      5.I
A16      --------I--------I--------I--------I--------I
              1. I    36  I    36  I     3  I     4  I    79
  YES            I  63.2  I  85.7  I  42.9  I 100.0  I  71.8
                -I--------I--------I--------I--------I
              2. I    19  I     5  I     4  I     0  I    28
  NO             I  33.3  I  11.9  I  57.1  I   0.0  I  25.5
                -I--------I--------I--------I--------I
              3. I     2  I     1  I     0  I     0  I     3
  SOME ASPECTS   I   3.5  I   2.4  I   0.0  I   0.0  I   2.7
                -I--------I--------I--------I--------I
          COLUMN      57       42        7        4      110
          TOTAL     51.8     38.2      6.4      3.6    100.0

NUMBER OF MISSING OBSERVATIONS =        65
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE G156.1                                       09/05/80        PAGE   35

FILE   NONAME   (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A17                                                           BY  TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                    TYPE
            COUNT  I
          COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                   INAL              LEND UNI ATE CENT  TOTAL
                   I      1.I      2.I      3.I      5.I
A17        --------I--------I--------I--------I--------I
                1. I    44  I    31  I     3  I     4  I     82
  YES              I  77.2  I  75.6  I  60.0  I 100.0  I   76.6
                  -I--------I--------I--------I--------I
                2. I    11  I     2  I     2  I     0  I     15
  NO               I  19.3  I   4.9  I  40.0  I   0.0  I   14.0
                  -I--------I--------I--------I--------I
                3. I     2  I     8  I     0  I     0  I     10
  SOME ASPECTS     I   3.5  I  19.5  I   0.0  I   0.0  I    9.3
                  -I--------I--------I--------I--------I
           COLUMN       57       41        5        4      107
            TOTAL     53.3     38.3      4.7      3.7    100.0

NUMBER OF MISSING OBSERVATIONS =       68
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                        09/05/80        PAGE   36

FILE   NONAME   (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * * * *
    A18                                                                 BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      TYPE
              COUNT  I
            COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                     INAL               LEND ONL ATE CENT  TOTAL
                     I      1.I      2.I      3.I      5.I
A18          --------I--------I--------I--------I--------I
                  1.  I     6  I     4  I     0  I     0  I    10
  YES                 I  10.2  I   9.1  I   0.0  I   0.0  I   8.8
                     -I--------I--------I--------I--------I
                  2.  I    53  I    38  I     6  I     4  I   101
  NO                  I  89.8  I  86.4  I  85.7  I 100.0  I  88.6
                     -I--------I--------I--------I--------I
                  3.  I     0  I     2  I     1  I     0  I     3
  SOME ASPECTS        I   0.0  I   4.5  I  14.3  I   0.0  I   2.6
                     -I--------I--------I--------I--------I
             COLUMN        59       44        7        4      114
              TOTAL      51.8     38.6      6.1      3.5    100.0

NUMBER OF MISSING OBSERVATIONS =       61
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                    09/05/80        PAGE   37

FILE   NONAME   (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   A19                                                           BY  TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF

                    TYPE
           COUNT  I
          COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                  INAL               LEND ONL ATE CENT  TOTAL
                  I     1.I     2.I     3.I     5.I
A19       --------I--------I--------I--------I--------I
              1.  I    41  I    28  I     3  I     3  I    75
  YES             I  71.9  I  68.3  I  42.9  I  75.0  I  68.8
                 -I--------I--------I--------I--------I
              2.  I    12  I     8  I     4  I     0  I    24
  NO              I  21.1  I  19.5  I  57.1  I   0.0  I  22.0
                 -I--------I--------I--------I--------I
              3.  I     4  I     5  I     0  I     1  I    10
  SOME ASPECTS    I   7.0  I  12.2  I   0.0  I  25.0  I   9.2
                 -I--------I--------I--------I--------I
          COLUMN       57       41        7        4      109
           TOTAL     52.3     37.6      6.4      3.7    100.0

NUMBER OF MISSING OBSERVATIONS =       66
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                      09/05/80        PAGE   38

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   A20                                                            BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                 TYPE
          COUNT  I
        COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                 INAL               LEND ONL ATE CENT  TOTAL
                 I      1.I      2.I      3.I      5.I
A20      --------I--------I--------I--------I--------I
              1. I   48   I   30   I    2   I    2   I    82
  YES            I  84.2  I  71.4  I  28.6  I  50.0  I  74.5
                -I--------I--------I--------I--------I
              2. I    7   I    6   I    2   I    0   I    15
  NO             I  12.3  I  14.3  I  28.6  I   0.0  I  13.6
                -I--------I--------I--------I--------I
              3. I    2   I    6   I    3   I    2   I    13
  SOME ASPECTS   I   3.5  I  14.3  I  42.9  I  50.0  I  11.8
                -I--------I--------I--------I--------I
         COLUMN      57       42        7        4      110
          TOTAL     51.8     38.2      6.4      3.6   100.0

NUMBER OF MISSING OBSERVATIONS =       65
```

```
CREATE 6-156 SURVEY CONTROL SYSTEM ON FILE  6156.1                        09/05/80        PAGE   39

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    A21                                                                  BY  TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                        TYPE
             COUNT   I
             COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                     INAL              LEND ONL ATE CENT  TOTAL
                     I      1.I      2.I      3.I      5.I
A21          --------I--------I--------I--------I--------I
                  1. I    32  I    28  I     2  I     3  I    65
  YES                I  57.1  I  66.7  I  33.3  I  75.0  I  60.2
                    -I--------I--------I--------I--------I
                  2. I    19  I     7  I     3  I     0  I    29
  NO                 I  33.9  I  16.7  I  50.0  I   0.0  I  26.9
                    -I--------I--------I--------I--------I
                  3. I     5  I     7  I     1  I     1  I    14
  SOME ASPECTS       I   8.9  I  16.7  I  16.7  I  25.0  I  13.0
                    -I--------I--------I--------I--------I
             COLUMN       56       42        6        4     108
             TOTAL      51.9     38.9      5.6      3.7   100.0

NUMBER OF MISSING OBSERVATIONS =       67
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE G156.1                                                09/05/80        PAGE   40

FILE   NONAME   (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   A22                                                                      BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    TYPE
            COUNT  I
          COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                   INAL               LEND UNL ATE CENT  TOTAL
                   I      1.I      2.I      3.I      5.I
A22       ---------I--------I--------I--------I--------I
               1.  I    16  I    18  I     2  I     3  I    39
  YES              I  27.6  I  40.0  I  40.0  I  75.0  I  34.8
                  -I--------I--------I--------I--------I
               2.  I    42  I    25  I     3  I     1  I    71
  NO               I  72.4  I  55.6  I  60.0  I  25.0  I  63.4
                  -I--------I--------I--------I--------I
               3.  I     0  I     2  I     0  I     0  I     2
  SOME ASPECTS     I   0.0  I   4.4  I   0.0  I   0.0  I   1.8
                  -I--------I--------I--------I--------I
           COLUMN       58       45        5        4      112
            TOTAL     51.8     40.2      4.5      3.6    100.0

NUMBER OF MISSING OBSERVATIONS =       63
```

```
FILE   NONAME   (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A23                                                          BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                 TYPE
        COUNT   I
        COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                INAL               LEND ONL ATE CENT  TOTAL
                I      1.I      2.I      3.I      5.I
A23     --------I--------I--------I--------I--------I
            1.  I      8 I     14 I      2 I      3 I     27
  YES           I   42.1 I   73.7 I  100.0 I  100.0 I   62.8
               -I--------I--------I--------I--------I
            2.  I     11 I      4 I      0 I      0 I     15
  NO            I   57.9 I   21.1 I    0.0 I    0.0 I   34.9
               -I--------I--------I--------I--------I
            3.  I      0 I      1 I      0 I      0 I      1
  SOME ASPECTS  I    0.0 I    5.3 I    0.0 I    0.0 I    2.3
               -I--------I--------I--------I--------I
        COLUMN        19       19        2        3       43
         TOTAL      44.2     44.2      4.7      7.0    100.0

NUMBER OF MISSING OBSERVATIONS =      132
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                        09/05/80        PAGE   42

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * * *
   A24                                                          BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                     TYPE
             COUNT  I
           COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                    INAL               LEND UNL ATE CENT  TOTAL
                    I      1.I      2.I      3.I      5.I
A24        ---------I--------I--------I--------I--------I
                 1.  I      6  I      7  I      1  I      1  I     15
  YES                I   10.7  I   16.7  I   20.0  I   25.0  I   14.0
                    -I--------I--------I--------I--------I
                 2.  I     50  I     34  I      4  I      3  I     91
  NO                 I   89.3  I   81.0  I   80.0  I   75.0  I   85.0
                    -I--------I--------I--------I--------I
                 3.  I      0  I      1  I      0  I      0  I      1
  SOME ASPECTS       I    0.0  I    2.4  I    0.0  I    0.0  I    0.9
                    -I--------I--------I--------I--------I
            COLUMN        56        42         5         4      107
             TOTAL      52.3      39.3       4.7       3.7    100.0

NUMBER OF MISSING OBSERVATIONS =       68
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                        09/05/80        PAGE   43

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    A25                                                                BY  TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     TYPE
            COUNT   I
            COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                    INAL               LEND ONL ATE CENT  TOTAL
                    I      1.I      2.I      3.I      5.I
A25         --------I--------I--------I--------I--------I
                 1. I      1 I      4 I      2 I      1 I      8
  YES               I  10.0  I  40.0  I 100.0  I 100.0  I   34.8
                   -I--------I--------I--------I--------I
                 2. I      9 I      6 I      0 I      0 I     15
  NO                I  90.0  I  60.0  I   0.0  I   0.0  I   65.2
                   -I--------I--------I--------I--------I
            COLUMN        10       10        2        1       23
             TOTAL      43.5     43.5      8.7      4.3    100.0

NUMBER OF MISSING OBSERVATIONS =      152
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                    09/05/80        PAGE   44

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A26                                                             BY  TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                 TYPE
           COUNT  I
         COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                  INAL               LEND ONL ATE CENT  TOTAL
                  I      1.I      2.I      3.I      5.I
A26      ---------I--------I--------I--------I--------I
              1.  I    32  I    39  I     2  I     3  I    76
  YES             I  55.2  I  92.9  I  40.0  I  75.0  I  69.7
                 -I--------I--------I--------I--------I
              2.  I    25  I     3  I     3  I     1  I    32
  NO              I  43.1  I   7.1  I  60.0  I  25.0  I  29.4
                 -I--------I--------I--------I--------I
              3.  I     1  I     0  I     0  I     0  I     1
  SOME ASPECTS    I   1.7  I   0.0  I   0.0  I   0.0  I   0.9
                 -I--------I--------I--------I--------I
          COLUMN      58       42        5        4      109
           TOTAL    53.2     38.5      4.6      3.7    100.0

NUMBER OF MISSING OBSERVATIONS =       60
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                      09/05/80        PAGE   45

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   A27                                                                 BY  TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                  TYPE
          COUNT  I
        COL PCT  ISUBREGIO REGIONAL MACHINE  MULTI-ST    ROW
                 INAL              LEND ONL ATE CENT   TOTAL
                 I      1.I      2.I      3.I      5.I
A27      --------I--------I--------I--------I--------I
             1.  I     2  I     1  I     0  I     0  I      3
  YES            I   5.7  I   2.6  I   0.0  I   0.0  I    3.9
                -I--------I--------I--------I--------I
             2.  I    33  I    35  I     2  I     2  I     72
  NO             I  94.3  I  92.1  I 100.0  I 100.0  I   93.5
                -I--------I--------I--------I--------I
             3.  I     0  I     2  I     0  I     0  I      2
  SOME ASPECTS   I   0.0  I   5.3  I   0.0  I   0.0  I    2.6
                -I--------I--------I--------I--------I
         COLUMN       35       38        2        2       77
          TOTAL     45.5     49.4      2.6      2.6    100.0

NUMBER OF MISSING OBSERVATIONS =        98
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                    09/05/80        PAGE   46

FILE   NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
    A27A                                                                BY  TYPE       TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    TYPE
            COUNT   I
            COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                    INAL               LEND ONL ATE CENT  TOTAL
                    I      1.I      2.I      3.I      5.I
A27A        --------I--------I--------I--------I--------I
                1.  I    19  I    31  I     2  I     2  I    54
  YES               I  59.4  I  83.8  I 100.0  I 100.0  I  74.0
                   -I--------I--------I--------I--------I
                2.  I    11  I     4  I     0  I     0  I    15
  NO                I  34.4  I  10.8  I   0.0  I   0.0  I  20.5
                   -I--------I--------I--------I--------I
                3.  I     2  I     2  I     0  I     0  I     4
  SOME ASPECTS      I   6.3  I   5.4  I   0.0  I   0.0  I   5.5
                   -I--------I--------I--------I--------I
            COLUMN       32       37        2        2       73
             TOTAL     43.8     50.7      2.7      2.7    100.0

NUMBER OF MISSING OBSERVATIONS =      102
```

```
CREATE 6-156 SURVEY CONTROL SYSTEM ON FILE  6156.1                                     09/05/80        PAGE   47

FILE    NONAME    (CREATION DATE = 09/05/80)

* * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * *
    A2B                                                             BY  TYPE      TYPE OF AGENCY
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   TYPE
           COUNT  I
           COL PCT ISUBREGIO REGIONAL MACHINE  MULTI-ST   ROW
                   INAL              LEND ONL ATE CENT  TOTAL
                   I       1.I       2.I       3.I       5.I
A2B        --------I--------I--------I--------I--------I
               1.  I    12  I     7  I     3  I     2  I    24
  YES              I  20.7  I  16.7  I  37.5  I  50.0  I  21.4
                  -I--------I--------I--------I--------I
               2.  I    45  I    32  I     3  I     2  I    82
  NO               I  77.6  I  76.2  I  37.5  I  50.0  I  73.2
                  -I--------I--------I--------I--------I
               3.  I     1  I     3  I     2  I     0  I     6
  SOME ASPECTS     I   1.7  I   7.1  I  25.0  I   0.0  I   5.4
                  -I--------I--------I--------I--------I
           COLUMN       58       42        8        4     112
            TOTAL     51.8     37.5      7.1      3.6   100.0

NUMBER OF MISSING OBSERVATIONS =        63
```

Questions A3-A28 by Number of Readers

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                              09/04/80        PAGE   49

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A3                                                    BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      NREAD
           COUNT   I
           COL PCT I                                                       ROW
                   I                                                       TOTAL
                   I      1.I      2.I      3.I      4.I      5.I
A3         --------I--------I--------I--------I--------I--------I
                1. I    16  I    11  I    28  I    10  I    10  I     75
  YES              I  57.1  I  52.4  I  60.9  I  62.5  I  71.4  I   60.0
                  -I--------I--------I--------I--------I--------I
                2. I     5  I     5  I     6  I     1  I     3  I     20
  NO               I  17.9  I  23.8  I  13.0  I   6.3  I  21.4  I   16.0
                  -I--------I--------I--------I--------I--------I
                3. I     7  I     5  I    12  I     5  I     1  I     30
  SOME ASPECTS     I  25.0  I  23.8  I  26.1  I  31.3  I   7.1  I   24.0
                  -I--------I--------I--------I--------I--------I
           COLUMN      28       21       46       16       14        125
            TOTAL    22.4     16.8     36.8     12.8     11.2      100.0

NUMBER OF MISSING OBSERVATIONS =      50
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                         09/04/80       PAGE   50

FILE   NONAME   (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
    A4                                                      BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  NREAD
         COUNT   I
         COL PCT I                                                  ROW
                 I                                                  TOTAL
                 I      1.I      2.I      3.I      4.I      5.I
A4       --------I--------I--------I--------I--------I--------I
              1. I     5  I     3  I     6  I     2  I     2  I      18
  YES            I  18.5  I  14.3  I  13.3  I  11.8  I  14.3  I    14.5
                -I--------I--------I--------I--------I--------I
              2. I    21  I    16  I    36  I     9  I     7  I      89
  NO             I  77.8  I  76.2  I  80.0  I  52.9  I  50.0  I    71.8
                -I--------I--------I--------I--------I--------I
              3. I     1  I     2  I     3  I     6  I     5  I      17
  SOME ASPECTS   I   3.7  I   9.5  I   6.7  I  35.3  I  35.7  I    13.7
                -I--------I--------I--------I--------I--------I
          COLUMN      27       21       45       17       14        124
           TOTAL    21.8     16.9     36.3     13.7     11.3      100.0

NUMBER OF MISSING OBSERVATIONS =       51
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                        09/04/80        PAGE   51

FILE   NONAME   (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A5                                                                   BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                  NREAD
          COUNT  I
        COL PCT  I                                                        ROW
                 I                                                       TOTAL
                 I       1.I       2.I       3.I       4.I       5.I
A5      ---------I--------I--------I--------I--------I--------I
             1.  I    11  I     8  I    17  I    11  I     6  I     53
  YES            I  40.7  I  38.1  I  37.0  I  64.7  I  40.0  I   42.1
                -I--------I--------I--------I--------I--------I
             2.  I    15  I    13  I    28  I     6  I     8  I     70
  NO             I  55.6  I  61.9  I  60.9  I  35.3  I  53.3  I   55.6
                -I--------I--------I--------I--------I--------I
             3.  I     1  I     0  I     1  I     0  I     1  I      3
  SOME ASPECTS   I   3.7  I   0.0  I   2.2  I   0.0  I   6.7  I    2.4
                -I--------I--------I--------I--------I--------I
          COLUMN      27        21        46        17        15       126
           TOTAL    21.4      16.7      36.5      13.5      11.9     100.0

NUMBER OF MISSING OBSERVATIONS =      49
```

```
FILE   NONAME   (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    ASA                                                        BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE  1 OF  1

                   NREAD
           COUNT   I
           COL PCT I                                                  ROW
                   I                                                  TOTAL
                   I       1.I       2.I       3.I       4.I       5.I
ASA        --------I---------I---------I---------I---------I---------I
                1. I     4   I     0   I     8   I     5   I     4   I     21
  YES              I  33.3   I   0.0   I  42.1   I  45.5   I  50.0   I   36.2
                  -I---------I---------I---------I---------I---------I
                2. I     8   I     8   I    11   I     6   I     4   I     37
  NO               I  66.7   I 100.0   I  57.9   I  54.5   I  50.0   I   63.8
                  -I---------I---------I---------I---------I---------I
           COLUMN       12         8        19        11         8        58
           TOTAL      20.7      13.8      32.8      19.0      13.8     100.0

NUMBER OF MISSING OBSERVATIONS =      117
```

```
FILE   NONAME   (CREATION DATE = 09/04/80)
* * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   A5B                                                               BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                    NREAD
           COUNT  I
           COL PCT I                                                   ROW
                  I                                                   TOTAL
                  I      1.I      2.I      3.I      4.I      5.I
A5B      --------I--------I--------I--------I--------I--------I
              1.  I     2  I     1  I     3  I     1  I     3  I     10
  YES             I  16.7  I  12.5  I  15.8  I   9.1  I  37.5  I   17.2
                 -I--------I--------I--------I--------I--------I
              2.  I    10  I     7  I    16  I     9  I     5  I     47
  NO              I  83.3  I  87.5  I  84.2  I  81.8  I  62.5  I   81.0
                 -I--------I--------I--------I--------I--------I
              3.  I     0  I     0  I     0  I     1  I     0  I      1
  SOME ASPECTS    I   0.0  I   0.0  I   0.0  I   9.1  I   0.0  I    1.7
                 -I--------I--------I--------I--------I--------I
           COLUMN      12        8       19       11        8       58
            TOTAL    20.7     13.8     32.8     19.0     13.8    100.0

NUMBER OF MISSING OBSERVATIONS =      117
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                          09/04/80        PAGE   54

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
     ASC                                                                BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                     NREAD
           COUNT  I
           COL PCT I                                                   ROW
                  I                                                    TOTAL
                  I       1.I       2.I       3.I       4.I       5.I
ASC       --------I--------I--------I--------I--------I--------I
              1.  I    12  I     8  I    19  I    10  I     8  I    57
  YES             I 100.0  I 100.0  I 100.0  I  90.9  I 100.0  I   98.3
                 -I--------I--------I--------I--------I--------I
              2.  I     0  I     0  I     0  I     1  I     0  I     1
  NO              I   0.0  I   0.0  I   0.0  I   9.1  I   0.0  I   1.7
                 -I--------I--------I--------I--------I--------I
          COLUMN       12         8        19        11         8       58
           TOTAL     20.7      13.8      32.8      19.0      13.8    100.0

NUMBER OF MISSING OBSERVATIONS =      117
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                  09/04/80        PAGE   55

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
    ASD                                                                 BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                     NREAD
            COUNT  I
           COL PCT I                                                     ROW
                   I                                                     TOTAL
                   I      1.I      2.I      3.I      4.I      5.I
ASD        --------I--------I--------I--------I--------I--------I
               1.  I     7  I     6  I    10  I     6  I     5  I      34
  YES              I  58.3  I  75.0  I  52.6  I  54.5  I  62.5  I    58.6
                  -I--------I--------I--------I--------I--------I
               2.  I     4  I     2  I     7  I     4  I     2  I      19
  NO               I  33.3  I  25.0  I  36.8  I  36.4  I  25.0  I    32.8
                  -I--------I--------I--------I--------I--------I
               3.  I     1  I     0  I     2  I     1  I     1  I       5
  SOME ASPECTS     I   8.3  I   0.0  I  10.5  I   9.1  I  12.5  I     8.6
                  -I--------I--------I--------I--------I--------I
            COLUMN      12        8       19       11        8       58
             TOTAL    20.7     13.8     32.8     19.0     13.8    100.0

NUMBER OF MISSING OBSERVATIONS =      117
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                        09/04/80        PAGE   56

FILE   NONAME   (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    A6                                                       BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     NREAD
             COUNT  I
           COL PCT  I                                                     ROW
                    I                                                     TOTAL
                    I       1.I       2.I       3.I       4.I       5.I
A6          --------I---------I---------I---------I---------I---------I
                 1. I      6  I      6  I      9  I      8  I      6  I     35
  YES               I   24.0  I   31.6  I   20.5  I   50.0  I   60.0  I   30.7
                   -I---------I---------I---------I---------I---------I
                 2. I     14  I     11  I     26  I      7  I      2  I     60
  NO                I   56.0  I   57.9  I   59.1  I   43.8  I   20.0  I   52.6
                   -I---------I---------I---------I---------I---------I
                 3. I      5  I      2  I      9  I      1  I      2  I     19
  SOME ASPECTS      I   20.0  I   10.5  I   20.5  I    6.3  I   20.0  I   16.7
                   -I---------I---------I---------I---------I---------I
            COLUMN        25        19        44        16        10       114
             TOTAL      21.9      16.7      38.6      14.0       8.8     100.0

NUMBER OF MISSING OBSERVATIONS =       61
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                   09/04/80       PAGE   57

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   A7                                                          BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     NREAD
             COUNT  I
           COL PCT  I                                                        ROW
                    I                                                       TOTAL
                    I       1.I       2.I       3.I       4.I       5.I
A7          --------I---------I---------I---------I---------I---------I
                 1. I      3  I      5  I     13  I      4  I      4  I      29
  YES               I   12.0  I   26.3  I   29.5  I   26.7  I   40.0  I    25.7
                   -I---------I---------I---------I---------I---------I
                 2. I     22  I     12  I     25  I      9  I      4  I      72
  NO                I   88.0  I   63.2  I   56.8  I   60.0  I   40.0  I    63.7
                   -I---------I---------I---------I---------I---------I
                 3. I      0  I      2  I      6  I      2  I      2  I      12
  SOME ASPECTS      I    0.0  I   10.5  I   13.6  I   13.3  I   20.0  I    10.6
                   -I---------I---------I---------I---------I---------I
            COLUMN        25        19        44        15        10        113
             TOTAL      22.1      16.8      38.9      13.3       8.8      100.0

NUMBER OF MISSING OBSERVATIONS =       62
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                               09/04/80        PAGE   58

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   AB                                                                BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                    NREAD
             COUNT  I
           COL PCT  I                                                      ROW
                    I                                                      TOTAL
                    I       1.I       2.I       3.I       4.I       5.I
AB          --------I---------I---------I---------I---------I---------I
                 1. I     4   I     1   I     2   I     1   I     2   I     10
  YES               I  16.0   I   5.3   I   4.5   I   6.7   I  20.0   I    8.8
                   -I---------I---------I---------I---------I---------I
                 2. I    21   I    18   I    42   I    14   I     8   I    103
  NO                I  84.0   I  94.7   I  95.5   I  93.3   I  80.0   I   91.2
                   -I---------I---------I---------I---------I---------I
            COLUMN       25        19        44        15        10        113
            TOTAL      22.1      16.8      38.9      13.3       8.8      100.0

NUMBER OF MISSING OBSERVATIONS =       62
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                    09/04/80        PAGE   59

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   A9                                                                       BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                    NREAD
              COUNT I
            COL PCT I                                                       ROW
                    I                                                       TOTAL
                    I       1.I      2.I      3.I      4.I      5.I
A9          --------I---------I--------I--------I--------I--------I
                 1. I      4  I      5 I      9 I      6 I      5 I        29
  YES               I   16.0  I   26.3 I   20.5 I   37.5 I   45.5 I      25.2
                   -I---------I--------I--------I--------I--------I
                 2. I     19  I     14 I     32 I     10 I      4 I        79
  NO                I   76.0  I   73.7 I   72.7 I   62.5 I   36.4 I      68.7
                   -I---------I--------I--------I--------I--------I
                 3. I      2  I      0 I      3 I      0 I      2 I         7
  SOME ASPECTS      I    8.0  I    0.0 I    6.8 I    0.0 I   18.2 I       6.1
                   -I---------I--------I--------I--------I--------I
             COLUMN       25        19       44       16       11        115
              TOTAL     21.7      16.5     38.3     13.9      9.6      100.0

NUMBER OF MISSING OBSERVATIONS =        60
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                 09/04/80        PAGE   60

FILE   NONAME   (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    A10                                                                  BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    NREAD
          COUNT   I
          COL PCT I                                                 ROW
                  I                                                 TOTAL
                  I      1.I       2.I       3.I       4.I       5.I
A10       --------I--------I---------I---------I---------I---------I
             1.   I     8   I     8   I    17   I     8   I     4   I    45
  YES             I  32.0   I  42.1   I  38.6   I  50.0   I  40.0   I  39.5
                 -I---------I---------I---------I---------I---------I
             2.   I    15   I     8   I    20   I     5   I     6   I    54
  NO              I  60.0   I  42.1   I  45.5   I  31.3   I  60.0   I  47.4
                 -I---------I---------I---------I---------I---------I
             3.   I     2   I     3   I     7   I     3   I     0   I    15
  SOME ASPECTS    I   8.0   I  15.8   I  15.9   I  18.8   I   0.0   I  13.2
                 -I---------I---------I---------I---------I---------I
          COLUMN       25        19        44        16        10       114
          TOTAL      21.9      16.7      38.6      14.0       8.8     100.0

NUMBER OF MISSING OBSERVATIONS =       61
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                      09/04/80        PAGE   61

FILE   NONAME   (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   A11A                                                          BY  NHEAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      NHEAD
          COUNT  I
          COL PCT I                                                      ROW
                 I                                                       TOTAL
                 I       1.I       2.I       3.I       4.I       5.I
A11A     ---------I---------I---------I---------I---------I---------I
             1.  I     5   I     4   I    15   I     4   I     5   I     33
  YES            I  20.8   I  21.1   I  35.7   I  28.6   I  45.5   I   30.0
                -I---------I---------I---------I---------I---------I
             2.  I    17   I    15   I    23   I     9   I     6   I     70
  NO             I  70.8   I  78.9   I  54.8   I  64.3   I  54.5   I   63.6
                -I---------I---------I---------I---------I---------I
             3.  I     2   I     0   I     4   I     1   I     0   I      7
  SOME ASPECTS   I   8.3   I   0.0   I   9.5   I   7.1   I   0.0   I    6.4
                -I---------I---------I---------I---------I---------I
          COLUMN      24        19        42        14        11       110
           TOTAL    21.8      17.3      38.2      12.7      10.0     100.0

NUMBER OF MISSING OBSERVATIONS =      65
```

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CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                       09/04/80        PAGE   62

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   A118                                                          BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF

                       NREAD
            COUNT   I
           COL PCT  I                                                          ROW
                    I                                                          TOTAL
                    I       1.I       2.I       3.I       4.I       5.I
A118        --------I---------I---------I---------I---------I---------I
                 1. I     8   I     6   I    25   I    10   I     8   I      57
  YES               I  33.3   I  31.6   I  61.0   I  66.7   I  72.7   I    51.8
                   -I---------I---------I---------I---------I---------I
                 2. I    16   I    12   I    14   I     5   I     2   I      49
  NO                I  66.7   I  63.2   I  34.1   I  33.3   I  18.2   I    44.5
                   -I---------I---------I---------I---------I---------I
                 3. I     0   I     1   I     2   I     0   I     1   I       4
  SOME ASPECTS      I   0.0   I   5.3   I   4.9   I   0.0   I   9.1   I     3.6
                   -I---------I---------I---------I---------I---------I
            COLUMN       24        19        41        15        11         110
             TOTAL     21.8      17.3      37.3      13.6      10.0       100.0

NUMBER OF MISSING OBSERVATIONS =      65
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                   09/04/80        PAGE   63

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
    A12                                                            BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    NREAD
           COUNT   I
           COL PCT I                                                        ROW
                   I                                                        TOTAL
                   I        1.I        2.I        3.I        4.I        5.I
A12        --------I---------I---------I---------I---------I---------I
              1.   I     5   I     4   I    11   I     3   I     5   I     28
  YES              I  20.8   I  21.1   I  25.0   I  21.4   I  45.5   I   25.0
                  -I---------I---------I---------I---------I---------I
              2.   I    17   I    14   I    29   I     6   I     4   I     70
  NO               I  70.8   I  73.7   I  65.9   I  42.9   I  36.4   I   62.5
                  -I---------I---------I---------I---------I---------I
              3.   I     2   I     1   I     4   I     5   I     2   I     14
  SOME ASPECTS     I   8.3   I   5.3   I   9.1   I  35.7   I  18.2   I   12.5
                  -I---------I---------I---------I---------I---------I
           COLUMN       24        19        44        14        11       112
            TOTAL     21.4      17.0      39.3      12.5       9.8     100.0

NUMBER OF MISSING OBSERVATIONS =       63
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                   09/04/80        PAGE   64

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
     A13                                                                 BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                        NREAD
              COUNT   I
              COL PCT I                                                               ROW
                      I                                                               TOTAL
                      I       1.I       2.I       3.I       4.I       5.I
A13           --------I---------I---------I---------I---------I---------I
                   1. I     2   I     2   I     8   I     3   I     3   I      18
  YES                 I   8.7   I  10.5   I  18.2   I  18.8   I  30.0   I    16.1
                     -I---------I---------I---------I---------I---------I
                   2. I    20   I    17   I    32   I    10   I     6   I      85
  NO                  I  87.0   I  89.5   I  72.7   I  62.5   I  60.0   I    75.9
                     -I---------I---------I---------I---------I---------I
                   3. I     1   I     0   I     4   I     3   I     1   I       9
  SOME ASPECTS        I   4.3   I   0.0   I   9.1   I  18.8   I  10.0   I     8.0
                     -I---------I---------I---------I---------I---------I
               COLUMN      23        19        44        16        10         112
                TOTAL    20.5      17.0      39.3      14.3       8.9       100.0

NUMBER OF MISSING OBSERVATIONS =       63
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                              09/04/80        PAGE   65

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A14                                                          BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                       NREAD
             COUNT   I
            COL PCT  I                                                       ROW
                     I                                                       TOTAL
                     I       1.I       2.I       3.I       4.I       5.I
A14         ---------I---------I---------I---------I---------I---------I
                 1.  I    12   I     7   I    21   I     9   I     7   I      56
  YES                I   52.2  I   36.8  I   47.7  I   60.0  I   63.6  I    50.0
                    -I---------I---------I---------I---------I---------I
                 2.  I    11   I    10   I    18   I     5   I     1   I      45
  NO                 I   47.8  I   52.6  I   40.9  I   33.3  I    9.1  I    40.2
                    -I---------I---------I---------I---------I---------I
                 3.  I     0   I     2   I     5   I     1   I     3   I      11
  SOME ASPECTS       I    0.0  I   10.5  I   11.4  I    6.7  I   27.3  I     9.8
                    -I---------I---------I---------I---------I---------I
             COLUMN        23        19        44        15        11       112
             TOTAL       20.5      17.0      39.3      13.4       9.8     100.0

NUMBER OF MISSING OBSERVATIONS =       63
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                   09/04/80        PAGE   66

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
    A15                                                        BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  NREAD
         COUNT  I
        COL PCT I                                                      ROW
                I                                                      TOTAL
                I      1.I      2.I      3.I      4.I      5.I
A15     --------I--------I--------I--------I--------I--------I
            1.  I    10  I     7  I    18  I     6  I     4  I     45
  YES           I  45.5  I  36.8  I  41.9  I  40.0  I  36.4  I   40.9
               -I--------I--------I--------I--------I--------I
            2.  I    11  I    10  I    18  I     5  I     6  I     50
  NO            I  50.0  I  52.6  I  41.9  I  33.3  I  54.5  I   45.5
               -I--------I--------I--------I--------I--------I
            3.  I     1  I     2  I     7  I     4  I     1  I     15
  SOME ASPECTS  I   4.5  I  10.5  I  16.3  I  26.7  I   9.1  I   13.6
               -I--------I--------I--------I--------I--------I
         COLUMN      22       19       43       15       11        110
          TOTAL    20.0     17.3     39.1     13.6     10.0      100.0

NUMBER OF MISSING OBSERVATIONS =       65
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                 09/04/80         PAGE   67

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A16                                                            BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                      NREAD
             COUNT   I
             COL PCT I                                                       ROW
                     I                                                       TOTAL
                     I       1.I       2.I       3.I       4.I       5.I
A16         ---------I---------I---------I---------I---------I---------I
                  1. I    12   I    14   I    29   I    13   I    11   I     79
  YES                I  52.2   I  73.7   I  67.4   I  92.9   I 100.0   I   71.8
                    -I---------I---------I---------I---------I---------I
                  2. I    11   I     5   I    12   I     0   I     0   I     28
  NO                 I  47.8   I  26.3   I  27.9   I   0.0   I   0.0   I   25.5
                    -I---------I---------I---------I---------I---------I
                  3. I     0   I     0   I     2   I     1   I     0   I      3
  SOME ASPECTS       I   0.0   I   0.0   I   4.7   I   7.1   I   0.0   I    2.7
                    -I---------I---------I---------I---------I---------I
            COLUMN        23        19        43        14        11         110
             TOTAL      20.9      17.3      39.1      12.7      10.0       100.0

NUMBER OF MISSING OBSERVATIONS =       65
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                                09/04/80        PAGE   68

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
     A17   /                                                               BY  NHEAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                        NHEAD
               COUNT  I
               COL PCT I                                                         ROW
                       I                                                         TOTAL
                       I       1.I       2.I       3.I       4.I       5.I
A17            --------I---------I---------I---------I---------I---------I
                  1.   I    14   I    15   I    35   I    10   I     8   I     82
  YES                  I  70.0   I  78.9   I  79.5   I  71.4   I  80.0   I   76.6
                      -I---------I---------I---------I---------I---------I
                  2.   I     5   I     4   I     4   I     2   I     0   I     15
  NO                   I  25.0   I  21.1   I   9.1   I  14.3   I   0.0   I   14.0
                      -I---------I---------I---------I---------I---------I
                  3.   I     1   I     0   I     5   I     2   I     2   I     10
  SOME ASPECTS         I   5.0   I   0.0   I  11.4   I  14.3   I  20.0   I    9.3
                      -I---------I---------I---------I---------I---------I
               COLUMN       20        19        44        14        10        107
               TOTAL      18.7      17.8      41.1      13.1       9.3      100.0

NUMBER OF MISSING OBSERVATIONS =       68
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                   09/04/80        PAGE   69

FILE   NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
    A18                                                                     BY NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                    NREAD
            COUNT  I
          COL PCT  I                                                           ROW
                   I                                                           TOTAL
                   I       1.I       2.I       3.I       4.I       5.I
A18        --------I---------I---------I---------I---------I---------I
               1.  I     0   I     2   I     4   I     1   I     3   I      10
  YES              I   0.0   I  10.5   I   8.9   I   6.3   I  27.3   I     8.8
                  -I---------I---------I---------I---------I---------I
               2.  I    22   I    17   I    40   I    15   I     7   I     101
  NO               I  95.7   I  89.5   I  88.9   I  93.8   I  63.6   I    88.6
                  -I---------I---------I---------I---------I---------I
               3.  I     1   I     0   I     1   I     0   I     1   I       3
  SOME ASPECTS     I   4.3   I   0.0   I   2.2   I   0.0   I   9.1   I     2.6
                  -I---------I---------I---------I---------I---------I
            COLUMN      23        19        45        16        11         114
             TOTAL    20.2      16.7      39.5      14.0       9.6       100.0

NUMBER OF MISSING OBSERVATIONS =       61
```

```
CREATE 6-156 SURVEY CONTROL SYSTEM ON FILE  6156.1                                    09/04/80        PAGE   70

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    A19                                                           BY  NHEAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   NHEAD
         COUNT   I
         COL PCT I                                                  ROW
                 I                                                  TOTAL
                 I      1.I      2.I      3.I      4.I      5.I
A19      --------I--------I--------I--------I--------I--------I
              1. I    15  I    11  I    32  I    11  I     6  I      75
  YES            I  65.2  I  57.9  I  78.0  I  73.3  I  54.5  I    68.8
                -I--------I--------I--------I--------I--------I
              2. I     4  I     5  I     5  I     2  I     4  I      24
  NO             I  34.8  I  26.3  I  12.2  I  13.3  I  36.4  I    22.0
                -I--------I--------I--------I--------I--------I
              3. I     0  I     3  I     4  I     2  I     1  I      10
  SOME ASPECTS   I   0.0  I  15.8  I   9.8  I  13.3  I   9.1  I     9.2
                -I--------I--------I--------I--------I--------I
         COLUMN       23       19       41       15       11       109
          TOTAL     21.1     17.4     37.6     13.8     10.1     100.0

NUMBER OF MISSING OBSERVATIONS =       66
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                  09/04/80        PAGE   71

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * * * * *
    A20                                                              BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  NREAD
         COUNT   I
         COL PCT I                                                      ROW
                 I                                                      TOTAL
                 I       1.I       2.I       3.I       4.I       5.I
A20      --------I---------I---------I---------I---------I---------I
              1. I    15   I    15   I    35   I     9   I     8   I     82
  YES            I   65.2  I   83.3  I   83.3  I   56.3  I   72.7  I   74.5
                -I---------I---------I---------I---------I---------I
              2. I     5   I     2   I     4   I     2   I     2   I     15
  NO             I   21.7  I   11.1  I    9.5  I   12.5  I   18.2  I   13.6
                -I---------I---------I---------I---------I---------I
              3. I     3   I     1   I     3   I     5   I     1   I     13
  SOME ASPECTS   I   13.0  I    5.6  I    7.1  I   31.3  I    9.1  I   11.8
                -I---------I---------I---------I---------I---------I
          COLUMN      23        18        42        16        11       110
           TOTAL     20.9      16.4      38.2      14.5      10.0     100.0

NUMBER OF MISSING OBSERVATIONS =       65
```

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CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                      09/04/80         PAGE   72

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    A21                                                               BY  NHEAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                      NHEAD
             COUNT  I
             COL PCT I                                                          ROW
                    I                                                          TOTAL
                    I       1.I       2.I       3.I       4.I       5.I
A21         --------I--------I--------I--------I--------I--------I
               1.   I     13  I      9  I     26  I      8  I      9  I     65
  YES               I   59.1  I   50.0  I   61.9  I   50.0  I   90.0  I   60.2
                   -I--------I--------I--------I--------I--------I
               2.   I      8  I      7  I     10  I      3  I      1  I     29
  NO                I   36.4  I   38.9  I   23.8  I   18.8  I   10.0  I   26.9
                   -I--------I--------I--------I--------I--------I
               3.   I      1  I      2  I      6  I      5  I      0  I     14
  SOME ASPECTS      I    4.5  I   11.1  I   14.3  I   31.3  I    0.0  I   13.0
                   -I--------I--------I--------I--------I--------I
             COLUMN       22        18        42        16        10       108
              TOTAL     20.4      16.7      38.9      14.8       9.3     100.0

NUMBER OF MISSING OBSERVATIONS =       67
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                        09/04/80        PAGE   73

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A22                                                          BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                   NREAD
          COUNT  I
        COL PCT  I                                                    ROW
                 I                                                    TOTAL
                 I       1.I       2.I       3.I       4.I       5.I
A22      --------I---------I---------I---------I---------I---------I
             1.  I     5   I     4   I    15   I     6   I     9   I     39
  YES            I  23.8   I  21.1   I  33.3   I  40.0   I  75.0   I   34.8
                -I---------I---------I---------I---------I---------I
             2.  I    16   I    15   I    29   I     8   I     3   I     71
  NO             I  76.2   I  78.9   I  64.4   I  53.3   I  25.0   I   63.4
                -I---------I---------I---------I---------I---------I
             3.  I     0   I     0   I     1   I     1   I     0   I      2
  SOME ASPECTS   I   0.0   I   0.0   I   2.2   I   6.7   I   0.0   I    1.8
                -I---------I---------I---------I---------I---------I
         COLUMN       21        19        45        15        12        112
          TOTAL     18.8      17.0      40.2      13.4      10.7      100.0

NUMBER OF MISSING OBSERVATIONS =        63
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                    09/04/80        PAGE   74

FILE   NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    A23                                                         BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  NREAD
          COUNT  I
        COL PCT  I                                                       ROW
                 I                                                      TOTAL
                 I       1.I       2.I       3.I       4.I       5.I
A23      --------I---------I---------I---------I---------I---------I
             1.  I     2   I     1   I    13   I     4   I     7   I     27
  YES            I  40.0   I  16.7   I  81.3   I  57.1   I  77.8   I   62.8
                -I---------I---------I---------I---------I---------I
             2.  I     3   I     5   I     3   I     3   I     1   I     15
  NO             I  60.0   I  83.3   I  18.8   I  42.9   I  11.1   I   34.9
                -I---------I---------I---------I---------I---------I
             3.  I     0   I     0   I     0   I     0   I     1   I      1
  SOME ASPECTS   I   0.0   I   0.0   I   0.0   I   0.0   I  11.1   I    2.3
                -I---------I---------I---------I---------I---------I
         COLUMN          5         6        16         7         9       43
          TOTAL       11.6      14.0      37.2      16.3      20.9    100.0

NUMBER OF MISSING OBSERVATIONS =      132
```

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CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  6156.1                                   09/04/80        PAGE   75

FILE   NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   A24                                                                  BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    NREAD
            COUNT  I
            COL PCT I                                                   ROW
                   I                                                    TOTAL
                   I      1.I      2.I      3.I      4.I      5.I
A24        --------I--------I--------I--------I--------I--------I
               1.  I     4  I     0  I     7  I     1  I     3  I      15
  YES              I  19.0  I   0.0  I  15.9  I   7.1  I  30.0  I    14.0
                  -I--------I--------I--------I--------I--------I
               2.  I    17  I    18  I    36  I    13  I     7  I      91
  NO               I  81.0  I 100.0  I  81.8  I  92.9  I  70.0  I    85.0
                  -I--------I--------I--------I--------I--------I
               3.  I     0  I     0  I     1  I     0  I     0  I       1
  SOME ASPECTS     I   0.0  I   0.0  I   2.3  I   0.0  I   0.0  I     0.9
                  -I--------I--------I--------I--------I--------I
           COLUMN       21       18       44       14       10       107
            TOTAL     19.6     16.8     41.1     13.1      9.3     100.0

NUMBER OF MISSING OBSERVATIONS =       68
```

```
FILE   NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    A25                                                                  BY  NHEAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      NHEAD
             COUNT   I
             COL PCT I                                                          ROW
                     I                                                          TOTAL
                     I     1.I      2.I      3.I      4.I      5.I
A25          --------I--------I--------I--------I--------I--------I
                 1.  I      2 I      0 I      3 I      0 I      3 I       8
  YES                I   40.0 I    0.0 I   33.3 I    0.0 I   60.0 I    34.8
                    -I--------I--------I--------I--------I--------I
                 2.  I      3 I      2 I      6 I      2 I      2 I      15
  NO                 I   60.0 I  100.0 I   66.7 I  100.0 I   40.0 I    65.2
                    -I--------I--------I--------I--------I--------I
             COLUMN         5        2        9        2        5        23
              TOTAL      21.7      8.7     39.1      8.7     21.7     100.0

NUMBER OF MISSING OBSERVATIONS =       152
```

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CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                        09/04/80        PAGE   77

FILE   NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
    A26                                                          BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     NREAD
          COUNT    I
          COL PCT  I                                                     ROW
                   I                                                     TOTAL
                   I       1.I       2.I       3.I       4.I       5.I
A26       ---------I---------I---------I---------I---------I---------I
                1. I    11   I    13   I    33   I    11   I     8   I     76
  YES              I  52.4   I  68.4   I  73.3   I  73.3   I  88.9   I   69.7
                  -I---------I---------I---------I---------I---------I
                2. I    10   I     6   I    11   I     4   I     1   I     32
  NO               I  47.6   I  31.6   I  24.4   I  26.7   I  11.1   I   29.4
                  -I---------I---------I---------I---------I---------I
                3. I     0   I     0   I     1   I     0   I     0   I      1
  SOME ASPECTS     I   0.0   I   0.0   I   2.2   I   0.0   I   0.0   I    0.9
                  -I---------I---------I---------I---------I---------I
          COLUMN        21        19        45        15         9        109
           TOTAL      19.3      17.4      41.3      13.8       8.3      100.0

NUMBER OF MISSING OBSERVATIONS =       66
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                         09/04/80        PAGE   78

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    A27                                                                  BY  MREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    MREAD
          COUNT   I
          COL PCT I                                                      ROW
                  I                                                      TOTAL
                  I      1.I      2.I      3.I      4.I      5.I
A27       --------I--------I--------I--------I--------I--------I
               1. I      1 I      0 I      2 I      0 I      0 I       3
  YES             I    8.3 I    0.0 I    5.9 I    0.0 I    0.0 I     3.9
                 -I--------I--------I--------I--------I--------I
               2. I     11 I     12 I     32 I      9 I      8 I      72
  NO              I   91.7 I  100.0 I   94.1 I   90.0 I   88.9 I    93.5
                 -I--------I--------I--------I--------I--------I
               3. I      0 I      0 I      0 I      1 I      1 I       2
  SOME ASPECTS    I    0.0 I    0.0 I    0.0 I   10.0 I   11.1 I     2.6
                 -I--------I--------I--------I--------I--------I
          COLUMN        12       12       34       10        9        77
           TOTAL      15.6     15.6     44.2     13.0     11.7     100.0

NUMBER OF MISSING OBSERVATIONS =       98
```

```
CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                        09/04/80        PAGE   79

FILE   NONAME   (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
    A27A                                                                 BY  NREAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                    NREAD
          COUNT  I
          COL PCT I                                                      ROW
                 I                                                       TOTAL
                 I       1.I       2.I       3.I       4.I       5.I
A27A      --------I--------I--------I--------I--------I--------I
             1.  I     6  I     9  I    22  I    10  I     7  I      54
  YES            I  60.0  I  75.0  I  68.8  I  90.9  I  87.5  I    74.0
                -I--------I--------I--------I--------I--------I
             2.  I     4  I     2  I     7  I     1  I     1  I      15
  NO             I  40.0  I  16.7  I  21.9  I   9.1  I  12.5  I    20.5
                -I--------I--------I--------I--------I--------I
             3.  I     0  I     1  I     3  I     0  I     0  I       4
  SOME ASPECTS   I   0.0  I   8.3  I   9.4  I   0.0  I   0.0  I     5.5
                -I--------I--------I--------I--------I--------I
          COLUMN       10        12        32        11         8        73
          TOTAL      13.7      16.4      43.8      15.1      11.0     100.0

NUMBER OF MISSING OBSERVATIONS =      102
```

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CREATE G-156 SURVEY CONTROL SYSTEM ON FILE  G156.1                                    09/04/80         PAGE   80

FILE    NONAME    (CREATION DATE = 09/04/80)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    A2B                                                                    BY  NHEAD
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                          NHEAD
               COUNT  I
             COL PCT  I                                                         ROW
                      I                                                         TOTAL
                      I      1.I       2.I       3.I       4.I       5.I
A2B           --------I--------I--------I--------I--------I--------I
                  1.  I    8   I    4   I    7   I    3   I    2   I      24
  YES                 I  33.3  I  21.1  I  15.9  I  18.8  I  22.2  I    21.4
                     -I--------I--------I--------I--------I--------I
                  2.  I   13   I   15   I   35   I   12   I    7   I      82
  NO                  I  54.2  I  78.9  I  79.5  I  75.0  I  77.8  I    73.2
                     -I--------I--------I--------I--------I--------I
                  3.  I    3   I    0   I    2   I    1   I    0   I       6
  SOME ASPECTS        I  12.5  I   0.0  I   4.5  I   6.3  I   0.0  I     5.4
                     -I--------I--------I--------I--------I--------I
              COLUMN      24       19       44       16        9        112
               TOTAL     21.4     17.0     39.3     14.3      8.0      100.0

NUMBER OF MISSING OBSERVATIONS =       63
```

APPENDIX 4.11

Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped

(section regarding volunteers)

4.1.4 Volunteers

Volunteers, if properly used, are a valuable resource. They offer a variety of talents and can provide diversified supplemental help to all network libraries in extending and enriching service.

(1) The decision to use volunteers shall be made carefully by the head of a network library in cooperation with the staff and with the administering agency.

(2) Staff shall be made aware of the volunteer's role in implementing the library's objectives before volunteers are used.

(3) Volunteers shall be used to replace paid employees but may assist them with their duties.

(4) Tasks may include but are not limited to:

  (a) Braille transcribing, tape narrating, tape monitoring, tape reviewing, tape and braille duplicating

  (b) Repairing machines, inspecting returned books, shelving books, or picking them from the shelves

  (c) Delivering and demonstrating machines to new users; furnishing transportation to users

(d) Coordinating the work of volunteers, recruiting, teaching braille transcribing, conducting book discussion groups

(e) Typing, filing, other supplementary tasks as needed.

4.1.4.1 Recruitment and Selection

(1) The services of volunteer organizations already associated with sertvices to the blind and physically handicapped or members of user groups should be used.

(2) Volunteers should be sought through agencies which recruit and screen volunteers, through displays in public buildings, at fairs and community volunteer days, through talks to civic clubs and church groups, through press releases and community activities radio spots.

(3) Volunteer applicants shall be accpeted only if they appear to be suited by background and temperament for specific tasks. They shall be carefully trained for the tasks to be performed and shall be informed that a regular work assignment will not be made until after a probationary period.

(4) Volunteers who are not effect in furthering the programs of the library shall be tactfully released.

4.1.4.2 Training and Supervision

(1) Job descriptions shall be provided. These shall include job requirements and responsibilities, and shall indicate to whom the volunteer is responsible. The description shall be flexible enough to allow for full use of the volunteer's unique abilities rather than forcing the volunteer into a preconceived slot.

(2) The volunteer shall be trained and supervised by the person most closely associated with the job assigned. Work standards shall not be lowered for volunteers.

(3) A coordinator of volunteers shall recruit, train, and place volunteers. This may be a full- or part-time responsibility of a staff member, or a volunteer may serve as the coordinator.

(4) All braille transcribers and proofreaders shall be certified by LC/NLS.

(5) Narrators, monitors, and reviewers shall be certified by LC/NLS or by a central certification body which shall be authorized and funded for this purpose by LC/NLS.

4.1.4.3 Recognition. The contribution of a volunteer shall be recognized. While this is a continuous responsibility of the volunteer's supervisor, special recognition can be given by:

(1) Volunteer recognition days

(2) A certificate upon completion of work

(3) Thank-you notes

(4) Press Releases

(5) Inclusion in special events in the library